



mississippi department of  
Information Technology Services

# Information Technology Course Catalog



# EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

July-September 2014

This catalog is also  
available online at  
[www.its.ms.gov](http://www.its.ms.gov)

**About ITS Training:** The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is called the Eastwood Education Center. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The Eastwood Education Center uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2013, ITS offered approximately 236 instructor led classes to approximately 1,125 students, representing numerous state agencies, universities, community colleges, and governing authorities. The curriculum has been expanded as the demand for information systems skills has increased. The Eastwood Education Center provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

**Customized Training:** The Eastwood Education Center has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with Skillsoft.

***Continuing Education is the Key to Success:***

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

***Other Services Offered by ITS:***

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

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# General Information

## **Welcome to the Eastwood Education Center:**

The Eastwood Education Center, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

### **Facilities:**

The Eastwood Education Center is located at 3771 Eastwood Drive, in Jackson, MS. The Eastwood Education Center has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

### **Instructors:**

Highly trained individuals who work in the industry or are instructors at state colleges and universities teach classes at the Eastwood Education Center. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

### **Registration:**

Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the Eastwood Education Center and indicate the number of students to be enrolled in each course.

### **Class Size:**

Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The Eastwood Education Center reserves the right to cancel any class due to under-enrollment or other reasonable cause.

### **Textbooks & Materials:**

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

### **Class Confirmation:**

As soon as registration forms have been received and plans for the July to September classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

### **Cancellations and Substitutions:**

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

**On-Line Training:** ITS has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, [www.its.ms.gov](http://www.its.ms.gov), for more course information.

**Charges:** The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	\$25.00	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$400.00
Courses 11—20 hours (IL)*	\$150.00	\$450.00
Courses 21—30 hours (IL)*	\$300.00	\$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	\$225.00/yr	N/A
Online Training (Full Library)	\$150.00/yr	N/A
Online Training (Technical)	\$150.00/yr	N/A
Online Training (Business)	\$150.00/yr	N/A
Online Training (Desktop)	\$55.00/yr	N/A
<i>* Instructor Led Courses</i>		
<i>** The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.</i>		

**Nonexempt Employees:**

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

**For More Information:**

If you have questions regarding this catalog or the Eastwood Education Center, please contact:

Susan McClain, Education Coordinator .....(601) 432-8186

Connie Smith, Education Assistant.....(601) 432-8051

# INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

***Brief Course Description:***



This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

***Prerequisites:*** Students should have A+ and Network+ experience.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNHICND1**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 18, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 2

***Brief Course Description:***



This course focuses on skills and knowledge necessary to install, operate, and troubleshoot a small to medium-sized branch office Enterprise network, including configuring several switches and routers, connecting to a WAN, and implementing network security. Topics covered include:

- small network implementation
- medium-sized switched network construction
- medium-sized routed network construction
- single area OSPF
- EIGRP implementation
- access control lists
- address space management
- LAN extension to a WAN.

**Prerequisites:** INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNHICND2**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, September 22, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT



# ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER

## *Brief Course Description:*



Students will learn to better manage and protect data access and information, simplify deployment and management of identity infrastructure, and provide more secure access to data from virtually anywhere. Topics covered include:

- advanced deployment & administration of AD DS
- securing AD DS
- monitoring, managing, & recovering AD DS
- implementing & administering AD DS sites & replication
- implementing group policy
- managing user settings with group policy
- implementing secure shared file access
- deploying & managing AD certificate services
- implementing & administrating AD rights management services
- implementing Windows AD
- more.

**Prerequisites:** Students must have experience working with AD DS; working in a Windows Server infrastructure enterprise environment; working with & troubleshooting core networking infrastructure technologies; and Hyper-V.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH10969**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 11, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      Systems IT

# ADMINISTERING WINDOWS SERVER 2012

**Brief Course Description:**



Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

**Prerequisites:** INSTALLING & CONFIGURING WINDOWS SERVER 2012

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20411**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 25, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# ADVANCED SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

**Brief Course Description:**



Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- designing & implementing Exchange Server 2013 Unified Messaging & site resiliency
- planning virtualization for Exchange Server 2013
- designing & implementing message transport security, message retention, messaging compliance, and administrative security & auditing
- managing Exchange Server 2013 with Exchange Management Shell
- designing & implementing integration with Exchange Online
- designing & implementing messaging coexistence
- designing & implementing Exchange Server migrations & upgrades.

**Prerequisites:** CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20342**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, September 8, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# ADVANCED SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

**Brief Course Description:**



Topics covered include:

- understanding architecture in SharePoint Server 2013
- designing for business continuity management
- test the backup & restore process
- configuring & managing business connectivity services
- connecting people
- enabling productivity & collaboration
- planning & configuring business intelligence
- planning & configuring enterprise search
- planning & configuring enterprise content management
- planning & configuring Web content management
- managing solutions in SharePoint Server 2013
- managing apps for SharePoint Server 2013
- developing a governance plan
- upgrading & migrating to SharePoint Server 2013.

**Prerequisites:** CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20332**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, September 29, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# CONFIGURING WINDOWS SERVER 2008 ACTIVE DIRECTORY DOMAIN SERVICES

**Brief Course Description:**



Topics covered include:

- installing Active Directory Domain Services
- configuring DNS for AD DS
- configuring AD objects & trusts
- configuring AD sites & replication
- creating & configuring Group Policies
- configuring user environments using Group Policies
- implementing security using Group Policies
- implementing an AD Domain Services monitoring plan
- implementing an AD Domain Services maintenance plan
- troubleshooting
- troubleshooting Group Policies issues
- implementing an AD Domain Services infrastructure.

**Prerequisites:** Students should have a basic understanding of network operating systems.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH6425**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, September 22, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# CONFIGURING, MANAGING & TROUBLESHOOTING EXCHANGE SERVER 2010

**Brief Course Description:**



This course provides students with the knowledge and skills to configure and manage an Exchange Server 2010 messaging environment. Topics covered include:

- deploying Exchange Server 2010
- configuring mailbox servers
- managing recipient objects
- managing client access
- managing message transport
- implementing messaging security
- implementing high availability
- implementing backup & recovery
- configuring messaging policy & compliance
- securing Exchange Server 2010
- maintaining Exchange Server 2010
- upgrading from Exchange Server 2003 or 2007 to 2010
- implementing unified messaging
- advanced topics in Exchange Server 2010.

**Prerequisites:** Students should have a working knowledge of the Windows server operating system.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH10135**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 11, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

## *Brief Course Description:*



Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- deploying & managing Exchange Server 2013
- planning & configuring mailbox servers
- managing recipient objects
- planning & deploying client access servers
- planning & configuring messaging client connectivity
- planning & configuring message transport
- planning & implementing high availability
- planning & implementing disaster recovery
- planning & configuring message security options
- planning & configuring administrative security & auditing
- monitoring & troubleshooting Exchange Server 2013.

**Prerequisites:** Students must have at least two years of experience administering Windows Server, working with AD DS, working with name resolution, including DNS, & working with certificates, including PKI certificates.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20341**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 4, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      Systems IT

# CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

***Brief Course Description:***



Topics covered include:

- key features of SharePoint 2013
- designing an information architecture
- designing a logical architecture
- designing a physical architecture
- installing & configuring SharePoint Server 2013
- creating Web applications & site collections
- planning & configuring service applications
- managing users & permissions
- configuring authentication for SharePoint 2013
- securing a SharePoint 2013 deployment
- managing taxonomy
- configuring user profiles
- configuring enterprise search
- monitoring & maintaining a SharePoint 2013 environment.

**Prerequisites:** Students should have at least one year of experience with deploying and administering multiple SharePoint 2010 farms across a large enterprise.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20331**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1501	Starting Monday, July 21, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS

# IMPLEMENTING A DESKTOP INFRASTRUCTURE

## *Brief Course Description:*



This course provides guidance on planning and deploying desktops by using several technologies. Topics covered include:

- assessing & determining desktop deployment options
- planning an image management strategy
- implementing desktop security
- capturing & managing a desktop operating system image
- planning & implementing user state migration
- planning & deploying desktops using the Microsoft Deployment Toolkit and System Center 2012 Configuration Manager
- planning & implementing a remote desktop services infrastructure
- managing user state virtualization for enterprise desktops
- protecting enterprise desktops from malware & data loss.

**Prerequisites:** Students must have knowledge/understanding of TCP/IP & networking concepts, as well as Windows and Active Directory Domain Services.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20415**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, September 22, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# INSTALLING & CONFIGURING WINDOWS SERVER 2012

**Brief Course Description:**



Topics covered include:

- deploying & managing Windows Server 2012
- introduction to AD Domain Services
- managing AD Domain Services Objects
- automating AD Domain Services administration
- implementing IPv4
- implementing DHCP, DNS, IPv6
- local storage, file & print services
- group policy
- securing Windows servers by using group policy objects
- implementing server virtualization with Hyper-V.

**Prerequisites:** Students must have an understanding of networking fundamentals and configuring security & administration tasks in an enterprise environment, as well as experience supporting or configuring MS Windows clients.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20410**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1501	Starting Monday, July 7, 2014, for 1 week	Monday - Friday	8:00 AM - 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS
1502	Starting Monday, September 15, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS



# SERVER VIRTUALIZATION WITH WINDOWS SERVER HYPER-V & SYSTEM CENTER

## *Brief Course Description:*



This course will teach the skills needed to deploy and manage a Microsoft Server Virtualization infrastructure in an enterprise environment. Topics covered include:

- evaluating the environment for virtualization
- installing & configuring the Hyper-V Server Role
- creating & managing virtual hard disks, virtual machines, & checkpoints
- creating & configuring virtual machine networks
- virtual machine movement & Hyper-V replica
- implementing failover clustering with Hyper-V
- installing & configuring System Center 2012 R2 virtual machine manager
- managing Clouds in System Center 2012 R2 virtual machine manager
- more.

**Prerequisites:** Students must have an understanding of TCP/IP & networking concepts, an understanding of different storage technologies & concepts, and an understanding of Windows PowerShell.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20409**

### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, July 7, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# CLOUD ESSENTIALS

## *Brief Course Description:*



Topics covered include:

- introduction to Cloud Computing
- business value of Cloud Computing
- technical perspectives of Cloud Computing
- technical challenges of Cloud Computing
- steps to successful adoption of Cloud services
- ITIL & Cloud computing
- identifying risks & consequences.

## *Prerequisites:*

It is recommended that you have at least six months of experience in an IT environment, with direct involvement in IT-related tasks, responsibilities, and/or decision making.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>CompTIA Cloud Essentials (Exam CL0-001)</i>	30.00
Estimated Costs for State Employee	\$227.00

## **Course: CCLOUDE**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 4, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 108    3771 Eastwood Dr., Jackson, MS

# ACCESS 2010: LEVEL 1

## *Brief Course Description:*



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

**Prerequisites:** Introduction to Windows

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2010: Level 1	20.00
Estimated Costs for State Employee	\$217.00

## **Course: CAC101**

### **Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1501	Starting Monday, July 21, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS
1502	Starting Monday, September 15, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS

## ACCESS 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

**Prerequisites:** ACCESS 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level 2</i>	20.00
Estimated Costs for State Employee	\$217.00

**Course: CAC102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 18, 2014, for 2 days	Monday & Tuesday 8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr., Jackson, MS

# ADMINISTERING MICROSOFT SQL SERVER 2012 DATABASES

## *Brief Course Description:*



Students will gain knowledge & skills to maintain a Microsoft SQL Server 2012 database. Topics covered include:

- introduction to SQL Server 2012 & its toolset
- preparing systems for SQL Server 2012
- installing & configuring SQL Server 2012
- working with databases
- understanding SQL Server 2012 recovery models
- backup of SQL Server 2012 databases
- restoring SQL Server 2012 databases
- importing & exporting data
- authenticating & authorizing users
- assigning server & database roles
- authorizing users to access resources
- auditing SQL Server environments
- automating SQL Server 2012 management
- configuring security for SQL Server Agent
- more.

**Prerequisites:** Students should have a basic knowledge of the Windows operating system, Transact-SQL, relational databases, and some experience with database design.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

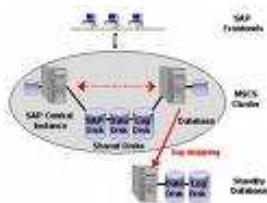
## **Course: CNH10775**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, September 8, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS

# MAINTAINING A MICROSOFT SQL SERVER DATABASE

## *Brief Course Description:*



This course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2008 database. Topics covered include:

- installing & configuring an SQL server
- managing databases & files
- disaster recovery
- managing security
- transferring data
- automating administrative tasks
- implementing replication
- maintaining high availability
- monitoring the SQL server
- troubleshooting & performance tuning.

**Prerequisites:** Students should have a basic knowledge of the MS Windows operating system and its core functionality.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH6231**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 4, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# QUERYING MICROSOFT SQL SERVER 2012

## *Brief Course Description:*



Students will learn technical skills required to write basic Transact SQL queries. This course is the foundation for all SQL Server-related disciplines. Topics covered include:

- introduction to SQL Server 2012
- introduction to Transact SQL Querying
- writing SELECT queries
- querying multiple tables
- sorting & filtering data
- working with SQL Server Denali Data types
- using built-in functions
- grouping & aggregating data
- using subqueries
- using table expressions
- using set operators
- using Window ranking, offset & aggregate functions
- pivoting & grouping sets
- querying SQL Server metadata
- programming with T-SQL.

**Prerequisites:** Students must have a working knowledge of relational databases and the Microsoft Windows operating system & its core functionality, as well as a basic understanding of virtualization technology.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH10774**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, July 28, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      Systems IT

# HTML5: LEVEL 1

**Brief Course Description:**



Topics covered include:

- introduction to HTML5
- basic HTML structure
- document structure
- phrase elements
- attributes
- introduction to Style Sheets
- basic text & font styles
- box styles
- displaying tabular data
- creating & formatting links
- working with images.

**Prerequisites:** Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML51**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, August 27, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Beth Wynn

# HTML5: LEVEL 2

**Brief Course Description:**



Topics covered include:

- planning a Web site
- HTML5 authoring
- content organization & structure
- basic SEO
- interactive forms
- data validation & error feedback
- form structure & styles
- form design considerations
- embedding native audio
- embedding native video
- styles that improve efficiency
- fonts in the cloud
- generated content
- editable content & local storage
- site testing basics.

**Prerequisites:** HTML5: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML52**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Thursday, August 28, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Beth Wynn

# PUBLISHER 2010: LEVEL 1

## *Brief Course Description:*



This course teaches the core features and functions of Publisher 2010. Topics covered include:

- basic publications
- multi-page publications
- working with text
- tables
- layout and design techniques
- finalizing documents.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Publisher 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CPUB101**

### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, September 10, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

# PUBLISHER 2010: LEVEL 2

## *Brief Course Description:*



This course builds on the skills and concepts taught in Publisher 2010 Basic. Topics covered include:

- basic design options
- typography
- long publications
- mail merge and catalog merge
- interactive forms
- Web site publishing.

**Prerequisites:** PUBLISHER 2010: LEVEL 1

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Publisher 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CPUB102**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1501	Starting Thursday, September 11, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

# WEB DEVELOPMENT WITH VISUAL STUDIO 2010, INTRODUCTION

**Brief Course Description:**



This course provides knowledge and skills for developing Web applications by using Microsoft Visual Studio 2010. Topics covered include:

- exploring ASP.NET Web applications in Visual Studio 2010
- creating Web applications by using Visual Studio 2010 & .NET-based languages
- creating an ASP.NET Web form
- adding functionality to an ASP.NET Web form
- implementing Master Pages & user controls
- validating user input
- troubleshooting ASP.NET Web applications
- managing data in an ASP.NET 4.0 Web application
- managing data access tasks by using LINQ
- managing data by using ASP.NET dynamic data
- creating an ASP.NET Ajax-enabled Web forms application
- more.

**Prerequisites:** Students must have at least 1 month's experience with .NET technologies, knowledge of HTML or DHTML, and programming experience using Visual Basic .NET or Visual C# .NET.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH10267**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 18, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# ITIL FOUNDATION 2011 EDITION

**Brief Course Description:**



In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

**Prerequisites:** Familiarity with IT terminology and IT-related work experience are recommended, but not required.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,675.00
Estimated Costs for State Employee	\$1,675.00

**Course: CNHITIL1**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, September 3, 2014, for 3 days	Wednesday, Thursday & Friday 8:00 AM – 4:30 PM Systems IT	Suite R-101, 1855 Lakeland Dr., Jackson, MS Systems IT



# COMPTIA MOBILE APP SECURITY+ CERTIFICATION

## *Brief Course Description:*



This course teaches why it is critical to build security into iOS apps, how to improve programming processes to promote security, and how to provide countermeasures for the numerous threats to which an iOS app and its uses are exposed. Topics covered include:

- the rationale for iOS app security
- the iOS security architecture
- employing secure mobile app development strategies
- accessing local processes & devices securely
- securing data through encryption
- accessing local storage securely
- communicating over networks securely
- using the UIWebView component securely
- protecting credentials in storage & transit.

**Prerequisites:** Students should have experience developing native apps in iOS using Xcode and the Objective-C programming language.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHMOBSEC**

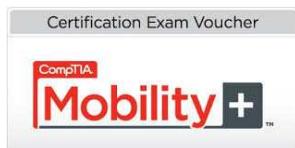
### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, September 15, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT



# COMPTIA MOBILITY+

## *Brief Course Description:*



This course builds on existing knowledge and experience to provide critical concepts related to over-the-air technologies, wireless networking, and mobile devices. Topics covered include:

- configuring over-the-air technologies
- applying RF principles
- implementing a wireless network infrastructure
- implementing network infrastructure devices & services
- implementing mobile solutions
- preparing the Enterprise for a mobile network
- deploying mobile devices
- implementing & maintaining mobile device operations
- deploying mobile applications & related technologies
- implementing mobile security
- mitigating mobile network risk
- more.

**Prerequisites:** Students should have experience working with computer hardware, networking, and Windows operating systems.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHMOB+**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, July 14, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# ADMINISTERING SYSTEM CENTER 2012 CONFIGURATION MANAGER

**Brief Course Description:**



Students will gain the knowledge and skills to configure and manage a System Center 2012 Configuration Manager site. Topics covered include:

- overview of System Center 2012 Configuration Manager
- discovering & organizing resources
- managing the Configuration Manager Client
- managing inventory & software metering
- querying & reporting data
- managing software deployments by using packages & programs
- creating & deploying applications
- managing application development
- deploying & managing software updates
- implementing EndPoint Protection
- managing compliance settings & mobile devices
- configuring Wake On LAN.

**Prerequisites:** System administrator-level working knowledge of networking fundamentals, AD principles & management, Windows Server management, Windows client fundamentals, SQL Server 2008, basic public key infrastructure concept

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH10747**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, July 28, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# DEPLOYING SYSTEM CENTER 2012 CONFIGURATION MANAGER

**Brief Course Description:**



Students will learn how to plan and deploy a System Center 2012 Configuration Manager hierarchy. Topics covered include:

- overview of System Center 2012 Configuration Manager
- planning & deploying a single site environment
- planning & configuring role-based administration
- planning & deploying a multiple-site hierarchy
- monitoring & troubleshooting data replication
- planning & completing System Center 2012 Configuration Manager client development
- maintaining & monitoring System Center 2012 Configuration Manager
- migrating from System Center Configuration Manager 2007 to System Center 2012 Configuration Manager

**Prerequisites:** CONFIGURING, MANAGING, MAINTAINING SERVER 2008 SERVERS  
 SERVER 2008 NETWORK INFRAST. & APPL. PLATFORM FUNDAMENTALS  
 ADMINISTERING SYSTEM CENTER 2012 CONFIGURATION MANAGER  
 PLANNING, DEPLOYING, & MANAGING SYSTEM CENTER CONFIG. MGR.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

**Course: CNH10748**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, August 20, 2014, for 3 days	Wednesday, Thursday & Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# NETWORKING AND SECURITY FUNDAMENTALS

## *Brief Course Description:*



This program provides an entry point to a future career in technology. Topics covered include:

- understanding local area networking
- defining networks with the OSI model
- understanding wired & wireless networks and Internet protocol
- implementing TCP/IP in the Command Line
- working with networking services
- understanding wide area networks
- defining network infrastructure & network security
- understanding security layers
- authentication, authorization, & accounting
- understanding security policy and network security
- protecting the server and client.

**Prerequisites:** None

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

## **Course: CNH40032**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, July 14, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr., Systems IT Jackson, MS

# POWERPOINT 2010: LEVEL 1

## *Brief Course Description:*



This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CPP101**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1501	Starting Wednesday, August 6, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

## POWERPOINT 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

**Prerequisites:** POWERPOINT 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CPP102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Thursday, August 7, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# CONFIGURING WINDOWS 8

**Brief Course Description:**



Topics covered include:

- installing Windows 8
- upgrading & migrating to Windows 8
- managing disks & device drivers
- configuring & troubleshooting network connections
- implementing wireless network connections
- implementing network security
- configuring file access & printers on Windows 8 clients
- securing Windows 8 desktops
- configuring applications
- optimizing & maintaining Windows 8 client computers
- configuring mobile computing & remote access
- implementing Hyper-V
- troubleshooting & recovering Windows 8
- using Windows PowerShell.

**Prerequisites:** Students must have an understanding of networking fundamentals, AD DS principles, PKI components, MS Windows Server 2008 fundamentals, Windows client fundamentals, and WAIK components.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20687**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, July 21, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# MANAGING & MAINTAINING WINDOWS 8

## *Brief Course Description:*



This course teaches how to design the installation, configuration, and maintenance of Windows 8. Topics covered include:

- planning & implementing management of Windows 8
- designing & implementing an installation strategy
- planning & implementing authentication for Windows 8
- planning & implementing IP addressing & Intranet connectivity
- implementing an application strategy for Windows 8
- planning & implementing a solution for user settings
- configuring Cloud services
- implementing Windows Intune
- planning & implementing access to file and print resources
- planning & implementing encryption for Windows 8
- more.

**Prerequisites:** Experience managing & maintaining Windows client OS, Windows application installation & support, Windows OS installation & updates, understanding of how Windows client computers integrate with server computers.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20688**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, September 29, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS

# VMWARE VSphere 5.5: INSTALL, CONFIGURE, MANAGE

**Brief Course Description:**



This course explores installation, configuration, and management of VMware vSphere. Topics covered include:

- introduction to VMware virtualization
- creating virtual machines
- VMware vCenter Server
- configuring & managing virtual networks and virtual storage
- virtual machine management
- data protection
- access & authentication control
- resource management & monitoring
- high availability & fault tolerance
- scalability
- patch management
- installing VMware components.

**Prerequisites:** Students should have some system administration experience on Microsoft Windows or Linux operating systems.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$3,655.00
Estimated Costs for State Employee	\$3,655.00

**Course: CVMWICM55**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 11, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# WINDOWS 7: LEVEL 1

## *Brief Course Description:*



This course teaches the core features & functions of Windows 7. Topics covered include:

- the Windows 7 environment
- files, folders, & libraries
- managing content
- customizing the environment
- Internet Explorer 8.

**Prerequisites:** None

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Windows 7: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CWN71**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, September 15, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

## WINDOWS 7: LEVEL 2

### *Brief Course Description:*



This course aids students in becoming more proficient in using Windows 7. Topics covered include:

- user accounts
- devices & printers
- file management & protection
- programs & utilities
- networks & mobile computing
- security.

**Prerequisites:**            WINDOWS 7: LEVEL 1

### *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Windows 7: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

### **Course: CWN72**

#### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Tuesday, September 16, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn

# ORACLE DATABASE 11G: ADMINISTRATION I

## *Brief Course Description:*



This course provides students with the skills necessary for day-to-day administration of an Oracle database. Topics covered include:

- configuring server for installation
- Enterprise Edition installation
- upgrade, deinstallation, & patching
- manually starting & stopping database services
- exploring Oracle database architecture
- creating an Oracle database
- enabling transparent data encryption
- managing database storage structures
- managing undo data
- network environment
- security
- moving data
- database maintenance & performance monitoring
- managing concurrency & locks
- backup and recovery concepts & configuration.

**Prerequisites:** The primary audiences for this course are: database administrators, Web server administrators, system administrators, implementation specialists, data center support engineers, senior application designers & developers.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: COR11DBA1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 25, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      Systems IT

# ORACLE DATABASE 11G: ADMINISTRATION II

## *Brief Course Description:*



This course takes administrators beyond a basic understanding of their duties and provides advanced skills needed to effectively administer an Oracle database installation. Topics covered include:

- managing memory
- managing storage & The Segment Advisor
- globalization
- diagnosing database problems
- recovery concepts
- Oracle Flashback technology
- Flashback database & Flashback data archive
- automating tasks with the Scheduler
- managing database performance
- instance recovery
- configuring RMAN
- backup with RMAN
- RMAN management with EM
- user-managed recovery operations
- using the RMAN recovery catalog
- transporting TableSpaces.

**Prerequisites:** ORACLE DATABASE 11G: ADMINISTRATION I

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## Course: COR11DBA2

### Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, September 29, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# SQL QUERYING: LEVEL 1 (4th Ed.)

**Brief Course Description:**



This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

**Prerequisites:** Students should be familiar with their computer's operating system and basic operation.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Fundamentals of SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL41**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, July 21, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown
1502	Starting Monday, September 22, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown

# SQL QUERYING: LEVEL 2 (4th Ed.)

**Brief Course Description:**



In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

**Prerequisites:** SQL QUERYING: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Advanced SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL42**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Tuesday, July 22, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown
1502	Starting Tuesday, September 23, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown

# CRYSTAL REPORTS 11: LEVEL 1

***Brief Course Description:***



In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

***Prerequisites:*** Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

**Course: CCR111**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, Monay & Tuesday June 30, 2014, for 2 days	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# CRYSTAL REPORTS 11: LEVEL 2

**Brief Course Description:**



In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

**Prerequisites:** CRYSTAL REPORTS 11: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

**Course: CCR112**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, September 3, 2014, for 2 days	Wednesday & Thursday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT



# PROJECT MANAGEMENT COMMUNICATION & LEADERSHIP

## *Brief Course Description:*



In this course, you will learn how to improve your communication and leadership abilities. Topics covered include:

- leadership & communication in project management
- coaching a project team & individuals
- leadership theories & approaches
- assessing your leadership skills
- building a team identity & purpose
- developing productive teams
- optimizing efficiency through motivated teams
- monitoring external & internal risks
- sustaining high performance
- building a project leadership.

**Prerequisites:** Students should have familiarity with project management and some working experience with project management.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,110.00
Estimated Costs for State Employee	\$1,110.00

## **Course: CPMCOM**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 11, 2014, for 3 days	Monday, Tuesday & Wednesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS Verhoef Training

# PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

## *Brief Course Description:*



Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

**Prerequisites:** MICROSOFT PROJECT 2010: LEVEL 1

MICROSOFT PROJECT 2010: LEVEL 2

WORD 2010: LEVEL 1

WORD 2010: LEVEL 2

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHPMP**

### **Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1501	Starting Monday, July 14, 2014, for 1 week ONLINE LIVE	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS
1502	Starting Monday, September 22, 2014, for 1 week ONLINE LIVE	Monday - Friday	8:30 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS

# CERTIFIED ETHICAL HACKER

**Brief Course Description:**



This class will immerse the student into an interactive environment where they will be shown how to scan, test, hack, and secure their own systems. Students then learn how intruders escalate privileges and what steps can be taken to secure a system. Topics covered include:

- introduction to ethical hacking
- hacking laws
- footprinting
- Google hacking
- scanning
- enumeration
- system hacking
- Trojans & backdoors
- viruses & worms
- sniffers
- social engineering
- phishing
- hacking email accounts
- session hijacking
- hacking Web servers
- Web application vulnerabilities
- Web-based password cracking techniques
- SQL injection
- Linux hacking
- more.

**Prerequisites:** Students should have a minimum of 2 years of professional experience in the field of information security.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$2,395.00
Estimated Costs for State Employee	\$2,395.00

**Course: CNHETH**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 11, 2014, for 1 week ONLINE LIVE	Monday - Friday 8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT



# NETWORK FORENSICS

**Brief Course Description:**



Topics covered include:

- phases of pen testing
- ethics of pen testing
- quality control
- methodology
- port scanning
- firewalking
- vulnerability scanning
- Windows registry
- Windows services
- Windows passwords
- methods for hacking into Windows server & work station
- cryptography (classic methods, symmetric ciphers, asymmetric ciphers, digital signatures & certificates, & hashes)
- Web hacking (Web architecture, SQL injection, & cross site scripting)
- general attacks (Malware & DoS attacks).

**Prerequisites:** CERTIFIED ETHICAL HACKER

**Materials & Approximate Course Cost:**

Tuition for state employees	\$2,395.00
Estimated Costs for State Employee	\$2,395.00

**Course: CNETFOR**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, September 29, 2014, for 1 week	Monday - Friday 8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Protech

# SECURITY+ CERTIFICATION (EXAM SYO-301)

## *Brief Course Description:*



This is the primary course you will need to take to prepare for the CompTIA Security+ Certification Exam SYO-301 and if your job responsibilities include securing network services, devices, and traffic. Topics covered include:

- security fundamentals
- security threats & vulnerabilities
- network security
- managing application, data & host security
- access control, authentication, & account management
- managing certificates
- compliance & operational security
- risk management
- managing security incidents
- business continuity & disaster recovery planning.

**Prerequisites:** A+ Certification

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

## **Course: CNHSEC+**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, August 4, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS

# MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

***Brief Course Description:***



Topics covered include:

- SharePoint introduction
- working with lists
- working with libraries
- communicating with team members
- working remotely with SharePoint content
- customizing your SharePoint environment
- creating a team site
- performing basic site administration.

**Prerequisites:** This course is intended for anyone that works with SharePoint team sites, libraries, lists, and items.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

**Course: CNHSPF101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, June 30, 2014, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2

***Brief Course Description:***



In this course, students will manage site collections and site components as a site collection administrator and as a site administrator. Topics covered include:

- branding a site collection
- managing lists
- managing libraries
- managing form libraries
- managing content structures
- managing workflows
- working with indexing & searching
- working offline using SharePoint Workspace 2010
- managing SharePoint applications using Central Administration
- managing user access
- managing site security
- managing site usage
- managing site maintenance.

***Prerequisites:*** MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

***Materials & Approximate Course Cost:***

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

**Course: CNHSPF102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, August 18, 2014, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS Systems IT

# MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

***Brief Course Description:***



In this course, students will learn how to create, configure, and manage a SharePoint Team Site. Topics covered include:

- creating a new site
- adding & configuring libraries
- adding & configuring lists
- configuring site settings, navigation, & search
- assigning permissions & access rights
- configure content roll-up
- summary links
- site maps.

**Prerequisites:** Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

**Course: CNHSPF13SO**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Thursday, July 3, 2014, for 1 day	8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# MICROSOFT SHAREPOINT FOUNDATION 2013: SITE USER

***Brief Course Description:***



In this course, students will learn how to use a SharePoint Team Site to access, store, and share information and documents. Topics covered include:

- accessing & navigating SharePoint Team Sites
- working with documents, content, & libraries
- working with lists
- configuring your SharePoint profile
- integrating with Microsoft Office
- working offline & remotely with SharePoint.

**Prerequisites:** Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

**Course: CNHSPF13SU**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, July 2, 2014, for 1 day	8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  Systems IT

# EXCEL 2010: LEVEL 1

## *Brief Course Description:*



This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## Course: CEX101

### Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, July 9, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Anne Butler
1502	Starting Monday, September 8, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Anne Butler

## EXCEL 2010: LEVEL 2

### **Brief Course Description:**



Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

**Prerequisites:** EXCEL 2010: LEVEL 1

### **Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

### **Course: CEX102**

#### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, August 13, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# WORD 2010: LEVEL 1

**Brief Course Description:**



This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, July 16, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler
1502	Starting Wednesday, September 17, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# WORD 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- styles & outlines
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

**Prerequisites:** WORD 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Word 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Wednesday, August 20, 2014, for 1 day	Classroom 108	3771 Eastwood Dr., Jackson, MS

## **Expanded Offering of On-Line Live Classes**

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka “the mentor,” had to be an expert on the material being delivered in order to mentor you. Finding a local “subject matter expert” in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a “win-win” situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

**The schedule of On-Line Live classes is listed on the following pages. PLEASE CALL SUSAN MCCLAIN AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.**

**ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.  
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.**



### Course Schedule July to September 2014

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,995.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
10747 Administering System Center 2012 Configuration Manager	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
10747 Administering System Center 2012 Configuration Manager	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
10747 Administering System Center 2012 Configuration Manager	Online instructor led	7/28/2014 8:00 AM	7/30/2014 4:00 PM	\$ 1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	9/22/2014 8:00 AM	9/24/2014 4:00 PM	\$ 1,995.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00
10751 Configuring and Deploying a Private Cloud with System Center 2012	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
10751 Configuring and Deploying a Private Cloud with System Center 2012	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
10774 Querying Microsoft SQL Server 2012	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
10774 Querying Microsoft SQL Server 2012	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
			On-Line Live Training	



#### Course Schedule July to September 2014

10774 Querying Microsoft SQL Server 2012	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
10964 Datacenter Monitoring with System Center Operations Manager	Online instructor led	7/28/2014 8:00 AM	7/31/2014 4:00 PM	\$ 1,595.00
10964 Datacenter Monitoring with System Center Operations Manager	Online instructor led	9/15/2014 8:00 AM	9/18/2014 4:00 PM	\$ 1,595.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
10967 Networking with Windows Server	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
10967 Networking with Windows Server	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00



#### Course Schedule July to September 2014

20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
20346 Managing Office 365 Identities and Services	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
20346 Managing Office 365 Identities and Services	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online instructor led	9/8/2014 5:30 PM	9/18/2014 9:30 PM	\$ 1,995.00
20411 Administering Windows Server 2012	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
20411 Administering Windows Server 2012	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online instructor led	7/21/2014 5:30 PM	7/31/2014 9:30 PM	\$ 1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online instructor led	9/22/2014 5:30 PM	10/2/2014 9:30 PM	\$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services NIGHT CLASS	Online instructor led	7/7/2014 5:30 PM	7/17/2014 9:30 PM	\$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services NIGHT CLASS	Online instructor led	8/4/2014 5:30 PM	8/14/2014 9:30 PM	\$ 1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00
20415 Implementing a Desktop Infrastructure	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
20416 Implementing Desktop Application Environments	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00



#### Course Schedule July to September 2014

20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
20465 Designing Database Solutions for Microsoft SQL Server 2012	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
20465 Designing Database Solutions for Microsoft SQL Server 2012	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
20465 Designing Database Solutions for Microsoft SQL Server 2012	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
20467 Designing Business Intelligence Solutions with Microsoft SQL Server 2012	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
20482 Advanced Windows Store App Development Using HTML5 and JavaScript	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
20483 Programming in C#	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
20483 Programming in C#	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00
20484 Essentials of Developing Windows Store Apps Using C#	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
20485 Advanced Windows Store App Development Using C#	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
20489 Developing Microsoft SharePoint 2013 Advanced Solutions	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
20688 Managing and Maintaining Windows 8.1	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
20688 Managing and Maintaining Windows 8.1	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	7/21/2014 8:00 AM	7/23/2014 4:00 PM	\$ 1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	8/13/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,195.00

### **Course Schedule July to September 2014**

2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL		Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00		
40008 Updating your Database Skills to Microsoft SQL Server 2012		Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00		
40035 Software Development Fundamentals with .NET		Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,195.00		
50331 Windows 7, Enterprise Desktop Support Technician		Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00		
50331 Windows 7, Enterprise Desktop Support Technician		Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00		
50331 Windows 7, Enterprise Desktop Support Technician		Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00		
50430 Administering Team Foundation Server 2010		Online instructor led	8/11/2014 8:00 AM	8/13/2014 4:00 PM	\$ 1,195.00		
50430 Administering Team Foundation Server 2010		Online instructor led	9/22/2014 8:00 AM	9/24/2014 4:00 PM	\$ 1,195.00		
50547 Microsoft SharePoint 2010 Site Collection and Site Administration		Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00		
50547 Microsoft SharePoint 2010 Site Collection and Site Administration		Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00		
50547 Microsoft SharePoint 2010 Site Collection and Site Administration		Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00		
55004 Installing and Configuring System Center 2012 Operations Manager		Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00		
55004 Installing and Configuring System Center 2012 Operations Manager		Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00		
55006 System Center Operations Manager 2012		Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,995.00		
55007 System Center 2012 Orchestrator		Online instructor led	8/25/2014 8:00 AM	8/27/2014 4:00 PM	\$ 1,195.00		
55009 System Center Service Manager 2012		Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 1,995.00		
55021 Configuring and Administering Hyper-V in Windows Server 2012		Online instructor led	7/28/2014 8:00 AM	7/30/2014 4:00 PM	\$ 1,195.00		
55021 Configuring and Administering Hyper-V in Windows Server 2012		Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00		
55033 SharePoint 2013 Site Collection and Site Administration		Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00		
55033 SharePoint 2013 Site Collection and Site Administration		Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00		
55033 SharePoint 2013 Site Collection and Site Administration		Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00		
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User		Online instructor led	7/10/2014 8:00 AM	7/11/2014 4:00 PM	\$ 795.00		
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User		Online instructor led	8/18/2014 8:00 AM	8/19/2014 4:00 PM	\$ 795.00		
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User		Online instructor led	9/11/2014 8:00 AM	9/12/2014 4:00 PM	\$ 795.00		
55042 SharePoint 2013 Business Intelligence		Online instructor led	7/16/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,195.00		
55042 SharePoint 2013 Business Intelligence		Online instructor led	9/8/2014 8:00 AM	9/10/2014 4:00 PM	\$ 1,195.00		
55049 PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts		Online instructor led	7/24/2014 8:00 AM	7/25/2014 4:00 PM	\$ 795.00		
						On-Line Live Training	



### Course Schedule July to September 2014

55049 PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts	Online instructor led	9/4/2014 8:00 AM	9/5/2014 4:00 PM	\$ 795.00
55054 Mastering Microsoft Project 2013	Online instructor led	7/14/2014 8:00 AM	7/16/2014 4:00 PM	\$ 1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	8/20/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	9/29/2014 8:00 AM	10/1/2014 4:00 PM	\$ 1,195.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online instructor led	8/11/2014 8:00 AM	8/13/2014 4:00 PM	\$ 1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	7/14/2014 8:00 AM	7/16/2014 4:00 PM	\$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	8/13/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	7/7/2014 8:00 AM	7/9/2014 4:00 PM	\$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	8/11/2014 8:00 AM	8/13/2014 4:00 PM	\$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	9/15/2014 8:00 AM	9/17/2014 4:00 PM	\$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	7/14/2014 8:00 AM	7/16/2014 4:00 PM	\$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	8/18/2014 8:00 AM	8/20/2014 4:00 PM	\$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	9/29/2014 8:00 AM	10/1/2014 4:00 PM	\$ 1,195.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows	Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00



## Course Schedule July to September 2014

### Server 2008 Active Directory

6433 Planning and Implementing Windows Server 2008	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
Adobe Acrobat XI - Part 1	Online instructor led	7/1/2014 8:00 AM	7/1/2014 4:00 PM	\$ 295.00
Adobe Acrobat XI - Part 1	Online instructor led	8/15/2014 8:00 AM	8/15/2014 4:00 PM	\$ 295.00
Adobe Acrobat XI - Part 1	Online instructor led	9/12/2014 8:00 AM	9/12/2014 4:00 PM	\$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	7/8/2014 8:00 AM	7/8/2014 4:00 PM	\$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	8/26/2014 8:00 AM	8/26/2014 4:00 PM	\$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	9/18/2014 8:00 AM	9/18/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 1	Online instructor led	7/17/2014 8:00 AM	7/17/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 1	Online instructor led	8/12/2014 8:00 AM	8/12/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 1	Online instructor led	9/8/2014 8:00 AM	9/8/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 2	Online instructor led	7/23/2014 8:00 AM	7/23/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 2	Online instructor led	8/21/2014 8:00 AM	8/21/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 2	Online instructor led	9/17/2014 8:00 AM	9/17/2014 4:00 PM	\$ 295.00
Adobe Dreamweaver CS6 - Part 2	Online instructor led	7/15/2014 8:00 AM	7/15/2014 4:00 PM	\$ 295.00
Adobe Flash CS6 - Part 1	Online instructor led	8/11/2014 8:00 AM	8/11/2014 4:00 PM	\$ 295.00
Adobe Flash CS6 - Part 1	Online instructor led	9/5/2014 8:00 AM	9/5/2014 4:00 PM	\$ 295.00
Adobe Flash CS6 - Part 2	Online instructor led	7/30/2014 8:00 AM	7/30/2014 4:00 PM	\$ 295.00
Adobe Flash CS6 - Part 2	Online instructor led	8/27/2014 8:00 AM	8/27/2014 4:00 PM	\$ 295.00
Adobe Flash CS6 - Part 2	Online instructor led	9/26/2014 8:00 AM	9/26/2014 4:00 PM	\$ 295.00
Adobe Illustrator CS6 - Part 1	Online instructor led	7/22/2014 8:00 AM	7/22/2014 4:00 PM	\$ 295.00
Adobe Illustrator CS6 - Part 1	Online instructor led	8/13/2014 8:00 AM	8/13/2014 4:00 PM	\$ 295.00
Adobe Illustrator CS6 - Part 1	Online instructor led	9/4/2014 8:00 AM	9/4/2014 4:00 PM	\$ 295.00
Adobe Illustrator CS6 - Part 1	Online instructor led	7/24/2014 8:00 AM	7/24/2014 4:00 PM	\$ 295.00
Adobe Illustrator CS6 - Part 2	Online instructor led	8/20/2014 8:00 AM	8/20/2014 4:00 PM	\$ 295.00
Adobe Illustrator CS6 - Part 2	Online instructor led	9/12/2014 8:00 AM	9/12/2014 4:00 PM	\$ 295.00
Adobe InDesign CS6 - Part 1	Online instructor led	7/18/2014 8:00 AM	7/18/2014 4:00 PM	\$ 295.00



### Course Schedule July to September 2014

Adobe InDesign CS6 - Part 1	Online instructor led	8/8/2014 8:00 AM	8/8/2014 4:00 PM	\$ 295.00
Adobe InDesign CS6 - Part 1	Online instructor led	9/9/2014 8:00 AM	9/9/2014 4:00 PM	\$ 295.00
Adobe InDesign CS6 - Part 2	Online instructor led	7/21/2014 8:00 AM	7/21/2014 4:00 PM	\$ 295.00
Adobe InDesign CS6 - Part 2	Online instructor led	8/22/2014 8:00 AM	8/22/2014 4:00 PM	\$ 295.00
Adobe InDesign CS6 - Part 2	Online instructor led	9/11/2014 8:00 AM	9/11/2014 4:00 PM	\$ 295.00
Adobe Photoshop CS6 - Part 1	Online instructor led	7/1/2014 8:00 AM	7/1/2014 4:00 PM	\$ 295.00
Adobe Photoshop CS6 - Part 1	Online instructor led	8/6/2014 8:00 AM	8/6/2014 4:00 PM	\$ 295.00
Adobe Photoshop CS6 - Part 1	Online instructor led	9/10/2014 8:00 AM	9/10/2014 4:00 PM	\$ 295.00
Adobe Photoshop CS6 - Part 2	Online instructor led	7/11/2014 8:00 AM	7/11/2014 4:00 PM	\$ 295.00
Adobe Photoshop CS6 - Part 2	Online instructor led	8/14/2014 8:00 AM	8/14/2014 4:00 PM	\$ 295.00
Adobe Photoshop CS6 - Part 2	Online instructor led	9/19/2014 8:00 AM	9/19/2014 4:00 PM	\$ 295.00
Certified Ethical Hacker (CEH) v8.0	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 2,395.00
Certified Ethical Hacker (CEH) v8.0	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 2,395.00
Certified Ethical Hacker (CEH) v8.0	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 2,395.00
Certified Information Security Manager (CISM)	Online instructor led	8/25/2014 8:00 AM	8/27/2014 4:00 PM	\$ 1,675.00
Certified Information System Security Professional (CISSP)	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 2,395.00
Certified Information Systems Auditor (CISA)	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 2,395.00
Cisco Implementing Cisco Edge Network Security Solutions (SENSS)	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Edge Network Security Solutions (SENSS)	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 2,995.00



### Course Schedule July to September 2014

Cisco Implementing Cisco Secure Access Solutions (SISAS)	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Secure Mobility Solutions (SIMOS)	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Switched Networks v1.0 (SWITCH)	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Switched Networks v1.0 (SWITCH)	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Threat Control Solutions (SITCS)	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Unified Communications Manager, Part 2 v9.0 (CIPT2)	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Voice Communications and QoS v8.0 (CVOICE)	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 2,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 v2.0 (ICND1)	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 v2.0 (ICND1)	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 v2.0 (ICND1)	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 v2.0 (ICND1) NIGHT CLASS	Online instructor led	7/21/2014 5:30 PM	7/31/2014 9:30 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 v2.0 (ICND1) NIGHT CLASS	Online instructor led	9/22/2014 5:30 PM	10/2/2014 9:30 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 v2.0 (ICND2)	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 v2.0 (ICND2)	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
Cisco Introducing Cisco Networking Devices Part 2 v2.0 (ICND2) NIGHT CLASS	Online instructor led	8/4/2014 5:30 PM	8/14/2014 9:30 PM	\$ 1,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSHOOT)	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSHOOT)	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 2,995.00
CompTIA A+ Certification	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 495.00
CompTIA A+ Certification	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 495.00
CompTIA A+ Certification	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 495.00
CompTIA A+ Certification NIGHT CLASS	Online instructor led	9/8/2014 5:30 PM	9/18/2014 9:30 PM	\$ 720.00



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CompTIA Advanced Security Practitioner (CASP)	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,995.00
CompTIA Advanced Security Practitioner (CASP)	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00
CompTIA Cloud Essentials Certification	Online instructor led	8/4/2014 8:00 AM	8/6/2014 4:00 PM	\$ 1,195.00
CompTIA Healthcare IT Technician	Online instructor led	9/3/2014 8:00 AM	9/5/2014 4:00 PM	\$ 1,195.00
CompTIA Linux+ Certification	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 720.00
CompTIA Linux+ Certification	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 720.00
CompTIA Linux+ Certification	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 720.00
CompTIA Network+ Certification	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 495.00
CompTIA Network+ Certification	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 495.00
CompTIA Network+ Certification NIGHT CLASS	Online instructor led	7/21/2014 5:30 PM	7/31/2014 9:30 PM	\$ 720.00
CompTIA Project+ Certification	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 720.00
CompTIA Project+ Certification	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 720.00
CompTIA Project+ Certification	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 720.00
CompTIA Security+ Certification	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 495.00
CompTIA Security+ Certification	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 495.00
CompTIA Security+ Certification NIGHT CLASS	Online instructor led	8/18/2014 5:30 PM	8/28/2014 9:30 PM	\$ 720.00
CompTIA Server+ Certification	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 720.00
CompTIA Storage+ Certification	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 720.00
Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 2,395.00
Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 2,395.00
Google AdWords: Part 1	Online instructor led	8/20/2014 8:00 AM	8/20/2014 4:00 PM	\$ 295.00
Google AdWords: Part 2	Online instructor led	9/5/2014 8:00 AM	9/5/2014 4:00 PM	\$ 295.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	7/7/2014 8:00 AM	7/9/2014 4:00 PM	\$ 1,675.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	8/6/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,675.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	8/11/2014 8:00 AM	8/15/2014 4:00 PM	\$ 1,795.00
ITIL Intermediate Release, Control & Validation 2011 Edition	Online instructor led	8/18/2014 8:00 AM	8/22/2014 4:00 PM	\$ 1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online instructor led	7/28/2014 8:00 AM	7/31/2014 4:00 PM	\$ 1,795.00



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ITIL Intermediate Service Strategy 2011 Edition	Online instructor led	9/8/2014 8:00 AM	9/11/2014 4:00 PM	\$ 1,795.00
Java Fundamentals (Java SE 7)	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
Java Programming (Java SE 7)	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
JavaScript Advanced Programming and AJAX	Online instructor led	8/7/2014 8:00 AM	8/8/2014 4:00 PM	\$ 795.00
JavaScript Programming	Online instructor led	8/4/2014 8:00 AM	8/6/2014 4:00 PM	\$ 1,195.00
JavaScript Programming	Online instructor led	9/22/2014 8:00 AM	9/24/2014 4:00 PM	\$ 1,195.00
Oracle 12c Administration I	Online instructor led	7/28/2014 8:00 AM	8/1/2014 4:00 PM	\$ 1,995.00
Oracle 12c Administration I	Online instructor led	9/29/2014 8:00 AM	10/3/2014 4:00 PM	\$ 1,995.00
Oracle 12c Administration II	Online instructor led	9/8/2014 8:00 AM	9/12/2014 4:00 PM	\$ 1,995.00
Oracle 12c SQL Fundamentals	Online instructor led	7/21/2014 8:00 AM	7/25/2014 4:00 PM	\$ 1,995.00
Oracle 12c SQL Fundamentals	Online instructor led	9/15/2014 8:00 AM	9/19/2014 4:00 PM	\$ 1,995.00
Oracle 12c: PL/SQL Fundamentals	Online instructor led	8/4/2014 8:00 AM	8/8/2014 4:00 PM	\$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	7/14/2014 8:00 AM	7/18/2014 4:00 PM	\$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	8/25/2014 8:00 AM	8/29/2014 4:00 PM	\$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 1,995.00
Visio Professional 2010 - Level 1	Online instructor led	7/7/2014 8:00 AM	7/7/2014 4:00 PM	\$ 295.00
Visio Professional 2010 - Level 1	Online instructor led	8/22/2014 8:00 AM	8/22/2014 4:00 PM	\$ 295.00
Visio Professional 2010 - Level 1	Online instructor led	9/15/2014 8:00 AM	9/15/2014 4:00 PM	\$ 295.00
Visio Professional 2010 - Level 2	Online instructor led	7/18/2014 8:00 AM	7/18/2014 4:00 PM	\$ 295.00
Visio Professional 2010 - Level 2	Online instructor led	8/25/2014 8:00 AM	8/25/2014 4:00 PM	\$ 295.00
Visio Professional 2010 - Level 2	Online instructor led	9/30/2014 8:00 AM	9/30/2014 4:00 PM	\$ 295.00
Visio Professional 2013 - Part 1	Online instructor led	8/5/2014 8:00 AM	8/5/2014 4:00 PM	\$ 295.00
Visio Professional 2013 - Part 1	Online instructor led	9/16/2014 8:00 AM	9/16/2014 4:00 PM	\$ 295.00
Visio Professional 2013 - Part 2	Online instructor led	8/12/2014 8:00 AM	8/12/2014 4:00 PM	\$ 295.00
Visio Professional 2013 - Part 2	Online instructor led	9/22/2014 8:00 AM	9/22/2014 4:00 PM	\$ 295.00
VMware Horizon View: Install, Configure, Manage v5.2	Online instructor led	8/11/2014 8:00 AM	8/14/2014 4:00 PM	\$ 3,125.00
VMware Horizon View: Install, Configure, Manage v5.2	Online instructor led	9/22/2014 8:00 AM	9/25/2014 4:00 PM	\$ 3,125.00



#### Course Schedule July to September 2014

VMware vSphere Install, Configure, Manage v5.5	Online instructor led	7/7/2014 8:00 AM	7/11/2014 4:00 PM	\$ 3,655.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	9/22/2014 8:00 AM	9/26/2014 4:00 PM	\$ 3,655.00
VMware vSphere: Fast Track v5.5	Online instructor led	7/28/2014 8:00 AM	8/1/2014 6:00 PM	\$ 5,275.00
VMware vSphere: Fast Track v5.5	Online instructor led	9/29/2014 8:00 AM	10/3/2014 6:00 PM	\$ 5,275.00

## **WELCOME TO SKILLSOFT ONLINE TRAINING!**

ITS has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit [www.skillsoft.com/catalog/](http://www.skillsoft.com/catalog/).

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

### **Available subscriptions and costs:**

- **Skillchoice Complete** - \$225 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
  - Mentoring
  - Express Guides
  - Business Pro by Books 24x7 (8,000 digitized books)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
- **Technical (IT) Library** - \$150 per student for one full year, includes the following:
  - IT Courseware Collection (1,700 courses)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Mentoring
- **Business Library** - \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Business Pro by Books 24x7 (8,000 digitized books)
  - Mentoring
- **Desktop Library** - \$55 per student for one full year subscription, includes the following:
  - Desktop Courseware Collection (500 courses)
  - Office Essentials from Books 24x7 (600 digitized books)

If an employee leaves the department, the student ID may be reassigned to another staff member for the balance of the license period. Access to all courses is one price per student, which includes technical support, marketing support, and reporting capabilities. Installation is minimal since courses play directly from standard browsers and use a Shockwave plug-in for simulations.

Please visit [www.skillsoft.com](http://www.skillsoft.com) for more course information.

### **How to Participate:**

Print and complete the ITS Online Training Registration Form and email or fax it to Susan McClain.

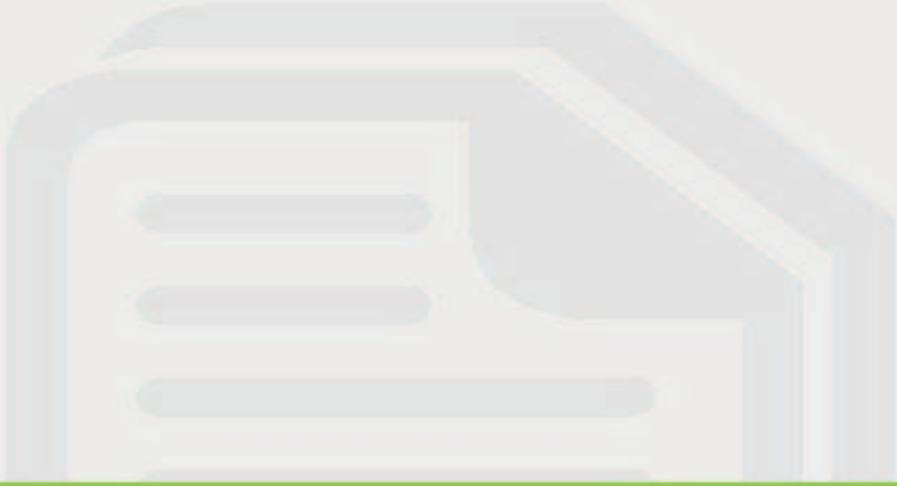
### **For More Information Contact:**

**Susan McClain, Eastwood Education Center**

[susan.mcclain@its.ms.gov](mailto:susan.mcclain@its.ms.gov)

Phone:(601) 432-8186

Fax:(601) 713-6380



## Skillsoft Course Directory

We improve the performance of organizations by improving the performance of their people.

May 2014

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We currently serve over 6,000 customers and more than 19,000,000 learners worldwide and provide continuing, hands-on support to assist them in maximizing their ongoing success. For more information visit [www.skillsoft.com](http://www.skillsoft.com).

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# IT SKILLS COURSEWARE

## IT SKILLS COURSEWARE

### SOFTWARE DEVELOPMENT

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Microsoft Visual Studio 2012: HTML5 and JavaScript ..... wd\_hjsc\_a02\_it\_enus  
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### SOFTWARE DEVELOPMENT

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#### JAVA 2 PROGRAMMING

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- Java SE7 New Features: Java Language and Technology Enhancements ..... jl\_jses\_a01\_it\_enus  
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##### ■ Java SE7 Professional

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##### ■ Introduction to Java EE 6

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##### ■ Java Programming with Java SE 6.0

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Java Programming with Java SE 6.0: Reference Types and Threading ..... 252349\_ENG  
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# IT SKILLS COURSEWARE

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#### ■ Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

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## ■ Accessing Data with Microsoft .NET Framework for C# Developers (70- 516)

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Updating ADO.NET DataSets with C# 2010	sd_adcs_a05_it_enus
Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010 .....	sd_adcs_a06_it_enus
Working with the ADO.NET Entity Framework 4 Using C# 2010 .....	sd_adcs_a07_it_enus
Using LINQ and XML with ADO.NET 4 and C# 2010 .....	sd_adcs_a08_it_enus

## ■ Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010

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WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010	sd_wcvb_a02_it_enus
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## ■ Microsoft .NET Framework 4: Accessing Data with Visual Basic 2010

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Securing and Deploying WPF Applications with Visual Basic 2010 .....	sd_wdwb_a06_it_enus

## ■ Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud	sd_mnov_a01_it_enus
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## SOFTWARE DEVELOPMENT

### GENERIC LANGUAGES

#### ■ C++ programming

C++ Programming: Structured Programming	116671_ENG
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C++ Programming: Manipulating Objects ....	116673_ENG
C++ Programming: Overloading .....	116674_ENG
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# IT SKILLS COURSEWARE

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## SOFTWARE DEVELOPMENT

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Introduction to Software Program Design	sd_spff_a02_it_enus
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## SOFTWARE DEVELOPMENT

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Testing Throughout the Software Life Cycle	sd_sftf_a02_it_enus
Static Techniques and Test Design in Software Testing .....	sd_sftf_a03_it_enus
Black-Box Software Testing Techniques	sd_sftf_a04_it_enus
White-Box Software Testing Techniques	sd_sftf_a05_it_enus
Software Test Management .....	sd_sftf_a06_it_enus
Configuration Management, Risks, and Incidents in Software Testing .....	sd_sftf_a07_it_enus
Tool Support in Software Testing .....	sd_sftf_a08_it_enus

## SOFTWARE DEVELOPMENT

### MENTORING ASSETS

## ■ Mentoring Assets

Mentoring 1Z0-853 Java Standard Edition 5 Programmer .....	mnt310055
Mentoring 1Z0-851 Java Standard Edition 6 Programmer .....	mnt310065
Mentoring 70-515 VB - TS: Web Applications Development with .NET 4 .....	mnt70515vb
Mentoring 70-513 C# - TS: Windows Communication Foundation with .NET 4 .....	mnt70513cs
Mentoring 70-515 C# - TS: Web Applications Development with .NET 4 .....	mnt70515cs
Mentoring 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4 .....	mnt70516cs
Mentoring 70-511 C# - TS: Windows Applications Development with .NET 4 .....	mnt70511cs
Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4 .....	mnt70513vb
Mentoring 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4 .....	mnt70516vb
Mentoring 70-511 VB - TS: Windows Applications Development with .NET 4 .....	mnt70511vb
Mentoring 1Z0-804 Java SE 7 Programmer II ..	mnt1z0804
Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3 .....	mnt70480
Mentoring BH0-010 Certified Tester Foundation Level .....	mntbh0010
Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript .....	mnt70481
Mentoring 1Z0-803 Java SE 7 Programmer I ...	mnt1z0803

## SOFTWARE DEVELOPMENT

### TEST PREPS

## ■ Test Preps

TestPrep 1Z0-853 Java Standard Edition 5 Programmer .....	TP310055_ENG
TestPrep 1Z0-851 Java Standard Edition 6 Programmer .....	TP310065_ENG
TestPrep 70-515 VB - TS: Web Applications Development with .NET 4 .....	sd_masp_a01_tp_enus
TestPrep 70-515 C# - TS: Web Applications Development with .NET 4 .....	sd_masc_a01_tp_enus
TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4	sd_wccs_a01_tp_enus

## IT SKILLS COURSEWARE

TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4.....sd\_adcs\_a01\_tp\_enus  
TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4sd\_wdcs\_a01\_tp\_enus  
TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4sd\_wcvb\_a01\_tp\_enus  
TestPrep 1Z0-803 Java SE 7 Programmer I jl\_jsef\_a01\_tp\_enus  
TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4sd\_wdvc\_a01\_tp\_enus  
TestPrep 1Z0-804 Java SE 7 Programmer II jl\_jsep\_a01\_tp\_enus  
TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3 ..... wd\_hjsc\_a01\_tp\_enus  
TestPrep BH0-010 Certified Tester Foundation Level.....sd\_sftf\_a01\_tp\_enus  
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript wd\_wshj\_a02\_tp\_enus  
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScriptwd\_awsh\_a01\_tp\_enus  
TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4.....sd\_advb\_a01\_tp\_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### COMPTIA A+

##### ■ CompTIA A+ 220-801

CompTIA A+ 220-801: BIOS and Motherboards cs\_apel\_a01\_it\_enus  
CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices ..... cs\_apel\_a02\_it\_enus  
CompTIA A+ 220-801: CPUs, Connections, and Power Supplies ..... cs\_apel\_a03\_it\_enus  
CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals.cs\_apel\_a04\_it\_enus  
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CompTIA A+ 220-801: Printers ..... cs\_apel\_a09\_it\_enus  
CompTIA A+ 220-801: Operational Procedures cs\_apel\_a10\_it\_enus

##### ■ CompTIA A+ 220-802

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CompTIA A+ 220-802: Installing and Configuring Windows .....cs\_appa\_a02\_it\_enus  
CompTIA A+ 220-802: Optimizing Windows cs\_appa\_a03\_it\_enus

CompTIA A+ 220-802: Managing Windows cs\_appa\_a04\_it\_enus  
CompTIA A+ 220-802: Security and Data Disposal ..... cs\_appa\_a05\_it\_enus  
CompTIA A+ 220-802: Mobile Devices cs\_appa\_a06\_it\_enus  
CompTIA A+ 220-802: System Troubleshooting cs\_appa\_a07\_it\_enus  
CompTIA A+ 220-802: General Troubleshooting cs\_appa\_a08\_it\_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### COMPTIA SERVER+

##### ■ CompTIA Server+ 2009

CompTIA Server+ 2009: System Hardware cs\_csvr\_a01\_it\_enus  
CompTIA Server+ 2009: System Software cs\_csvr\_a02\_it\_enus  
CompTIA Server+ 2009: Server Functions and Network Essentials .....cs\_csvr\_a03\_it\_enus  
CompTIA Server+ 2009: Storage .....cs\_csvr\_a04\_it\_enus  
CompTIA Server+ 2009: IT Environment cs\_csvr\_a05\_it\_enus  
CompTIA Server+ 2009: Disaster Recovery cs\_csvr\_a06\_it\_enus  
CompTIA Server+ 2009: Troubleshooting cs\_csvr\_a07\_it\_enus  
CompTIA Server+ 2009: Network and Storage Troubleshooting .....cs\_csvr\_a08\_it\_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### MICROSOFT SHAREPOINT SERVER 2013

##### ■ Microsoft Sharepoint Server 2013: Core Solutions

Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture .. es\_cosp\_a01\_it\_enus  
Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Designes\_cosp\_a02\_it\_enus  
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#### Test Preps

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Cisco IPS 7.0: Implementing Cisco Unity Express in CUCM Express Environmentcc\_ipss\_a05\_it\_enus  
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## ■ Adobe PhotoShop CS4

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## ■ Adobe Illustrator CS4

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## ■ Adobe InDesign CS4

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## ■ Adobe Dreamweaver CS4

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## ■ Adobe Flash CS4

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## ■ Adobe AIR for Flash Developers

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## ■ Adobe Fireworks CS4

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## ■ Adobe AIR 3

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## ■ Adobe InDesign CS5

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## ■ JavaScript Fundamentals

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## ■ DHTML Basics

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## ■ Advanced XML

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## ■ Information Security for End Users

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## ■ IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

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ITIL® 2011 Edition Foundation: Introduction to Service Operation .....ib\_itlv\_a07\_it\_enus  
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## ■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

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ITIL® 2011 Edition OSA: Introduction to Access Management ..... ib\_iosb\_a09\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to the Service Desk ..... ib\_iosb\_a10\_it\_enus  
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing ..... ib\_iosb\_a11\_it\_enus  
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## ■ ITIL® 2011 Edition Overview

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## ■ Technical Management Essentials

Transitioning from Technical Professional to Management .....	mgmt_19_a01_bs_enus
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## ■ Customer Service Representative, Professionalism

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## ■ Customer Service Representative, Skills

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## ■ Customer Service Representative, Process

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## ■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning.....	ib_wstp_a01_it_enus
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## ■ IT Strategy Essentials

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#### ■ Project Management for Non-Project Managers

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Ethics and Risks: Why they Matter in Project Success.....\_pc\_ch\_pmch003  
Project Management Essentials .....\_pc\_ch\_lach041

## ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations  
(PMBOK® Guide Fifth Edition)..... proj\_19\_a01\_bs\_enus  
Project Management Overview (PMBOK® Guide Fifth Edition) ..... proj\_19\_a02\_bs\_enus  
Project Management Process Groups (PMBOK® Guide Fifth Edition)..... proj\_19\_a03\_bs\_enus

## ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)..... proj\_20\_a01\_bs\_enus  
Direct, Monitor, and Control Project Work  
(PMBOK® Guide Fifth Edition)..... proj\_20\_a02\_bs\_enus  
Controlling Changes and Closing a Project  
(PMBOK® Guide Fifth Edition)..... proj\_20\_a03\_bs\_enus

## ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope  
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Creating the Work Breakdown Structure  
(PMBOK® Guide Fifth Edition)..... proj\_21\_a02\_bs\_enus  
Monitoring and Controlling Project Scope  
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## ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities  
(PMBOK® Guide Fifth Edition)..... proj\_22\_a01\_bs\_enus  
Estimating Activity Resources and Durations  
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## ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

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Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)proj\_29\_a02\_bs\_enus

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## ■ Program Management (PMI® Second Edition-aligned)

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Managing Stakeholder Engagement on an Agile Project.....ib\_pmag\_a09\_it\_enus  
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## ■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

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## ■ PRINCE2®: 2009 Foundation

PRINCE2® is a Registered Trade Mark of AXELOS Limited  
Overview of Project Management (PRINCE2: 2009-aligned) .....ib\_prin\_a01\_it\_enus  
Project Organization, Planning and Risk (PRINCE2: 2009-aligned) .....ib\_prin\_a02\_it\_enus  
Project Quality, Change and Progress (PRINCE2: 2009-aligned) .....ib\_prin\_a03\_it\_enus  
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## ■ IT Project Management Essentials

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## ■ Mentoring Assets

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Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. mntcapm5ed

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### TEAM BUILDING CURRICULUM

## ■ Optimizing Your Performance On a Team

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### ■ Leading Teams

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### ■ Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

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Essential Competencies.....ib\_buap\_a01\_it\_enus  
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## DESKTOP SKILLS COURSEWARE

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##### ■ Adobe Flash CS5

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##### ■ Adobe Illustrator CS4

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##### ■ Adobe InDesign CS4

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##### ■ Adobe Dreamweaver CS4

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Dreamweaver CS4 Site Maintenance and Advanced Concepts	.....at_dcsf_a07_it_enus

##### ■ Adobe Flash CS4

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Creating Navigation and Publishing Movies in Flash CS4	.....at_fcsf_a07_it_enus

##### ■ Adobe AIR for Flash Developers

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##### ■ Adobe Fireworks CS4

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##### ■ Adobe Captivate 4

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##### ■ Adobe Reader X

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##### ■ Adobe Reader 9

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### ■ Adobe InDesign CS5

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## BEST PRACTICES FOR DESKTOP USERS

### ■ Information Security for End Users

- Introduction to Information Security .db\_iseu\_a01\_dt\_enus
- Using your Desktop Computer and Mobile Devices Safely .....db\_iseu\_a02\_dt\_enus
- Using E-mail, the Internet, and Social Media Safely in a Corporate Environment ..db\_iseu\_a03\_dt\_enus

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- Using Tables in Word 2013 .....mo\_bgwo\_a05\_dt\_enus
- Structuring a Document in Word 2013 mo\_bgwo\_a03\_dt\_enus
- Adding Lists and Objects in Word 2013 mo\_bgwo\_a04\_dt\_enus

### ■ Microsoft Office 2013: Beginning Access

- Creating and Modifying Forms in Access 2013 mo\_bgas\_a04\_dt\_enus
- Creating and Modifying Reports in Access 2013 ..... mo\_bgas\_a05\_dt\_enus
- Creating and Populating a Database in Access 2013 ..... mo\_bgas\_a01\_dt\_enus
- Modifying Tables in Access 2013 . mo\_bgas\_a02\_dt\_enus
- Creating and Modifying Queries in Access 2013 ..... mo\_bgas\_a03\_dt\_enus

### ■ Microsoft Project 2013

- Tools for Tracking Project Performance in Project 2013.....mo\_bgpj\_a04\_dt\_enus
- Resource Management in Project 2013 mo\_bgpj\_a03\_dt\_enus
- Communicate and Finalize Project Information Using Project 2013.....mo\_bgpj\_a05\_dt\_enus
- Task-based Scheduling in Project 2013 mo\_bgpj\_a02\_dt\_enus
- Setting up a Project in Project 2013 mo\_bgpj\_a01\_dt\_enus

### ■ Microsoft Office 2013: Advanced Outlook

- Formatting E-mail and Configuring Message Options in Outlook 2013 .....mo\_adou\_a01\_dt\_enus
- Management and Customization in Outlook 2013 mo\_adou\_a02\_dt\_enus
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### ■ Crystal Reports XI: Report Writing Basics

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Basic Business Math: Using Whole Numbers and Decimals .....fnd\_01\_a01\_bs\_enus

Basic Business Math: Percentages and Ratios fnd\_01\_a02\_bs\_enus

Basic Business Math: Averages and Equations fnd\_01\_a03\_bs\_enus

Basic Business Math: Charts and Graphs fnd\_01\_a04\_bs\_enus

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#### ■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability .....pd\_05\_a01\_bs\_enus

Managing from Within: Self-empowerment pd\_05\_a02\_bs\_enus

Goals and Setting Goals .....pd\_05\_a03\_bs\_enus

Creating a Positive Attitude .....pd\_05\_a04\_bs\_enus

Pursuing Successful Lifelong Learning pd\_05\_a05\_bs\_enus

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#### ■ Optimizing Your Work/Life Balance

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Optimizing Your Work/Life Balance: Maintaining Your Life Balance .....pd\_06\_a02\_bs\_enus

Optimizing Your Work/Life Balance: Taking Control of Your Stress .....pd\_06\_a03\_bs\_enus

Balancing Your Responsibilities Simulation .....PD006A

Employee Exhaustion: Managing a Well-Balanced Workload .....\_pc\_bi\_mgb010

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#### ■ Diversity on the Job

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Diversity on the Job: Diversity and You pd\_07\_a02\_bs\_enus

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Workplace Diversity: Assessing Your Organization .....\_pc\_bi\_lsbi012

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## ■ Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee.. pd\_08\_a01\_bs\_enus  
Telecommuting Basics: Communication Strategies for the Remote Employee. pd\_08\_a02\_bs\_enus

## ■ Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas:  
Enhancing Your Creativity .....pd\_09\_a01\_bs\_enus  
Generating Creative and Innovative Ideas:  
Maximizing Team Creativity .....pd\_09\_a02\_bs\_enus  
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## ■ Managing Your Career

Managing Your Career: Creating a Plan pd\_10\_a01\_bs\_enus  
Managing Your Career: Getting on the Right Track .....pd\_10\_a02\_bs\_enus  
Managing Your Career: Professional Networking Essentials .....pd\_10\_a03\_bs\_enus  
Managing Your Career: You and Your Boss pd\_10\_a04\_bs\_enus  
Managing Your Career: Leveraging the Performance Appraisal .....pd\_10\_a05\_bs\_enus  
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Managing Your Relationship with Your Boss Simulation .....PD010A

## ■ Effective Time Management

Time Management: Analyzing Your Use of Time pd\_11\_a01\_bs\_enu  
Time Management: Planning and Prioritizing Your Time .....pd\_11\_a02\_bs\_enus  
Time Management: Avoiding Time Stealers pd\_11\_a03\_bs\_enus  
Coping with Information Overload .....\_pc\_bi\_pfbi002  
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Planning for Interruptions Helps With Procrastination .....\_pc\_bi\_pfbi014  
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Coping with Conflicting Priorities .....\_pc\_ch\_pach005  
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## ■ Problem Solving and Decision-Making Strategies

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Problem Solving: Determining and Building Your Strengths .....pd\_12\_a02\_bs\_enus  
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Decision Making: The Fundamentals pd\_12\_a04\_bs\_enus  
Decision Making: Tools and Techniques pd\_12\_a05\_bs\_enus  
Decision Making: Making Tough Decisions pd\_12\_a06\_bs\_enus  
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Playing the Devil's Advocate in Decision Making .....\_pc\_bi\_pfbi005  
Turning Problems Around with Reverse Brainstorming .....\_pc\_bi\_lsbi017  
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## ■ Dealing with Organizational Change

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Preparing for Organizational Change pd\_13\_a02\_bs\_enus  
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Managing the Stress of Organizational Change \_pc\_bi\_mgb004  
The Importance of Flexibility in the Workplace .....\_pc\_bi\_pfbi007  
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## ■ Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking? .....pd\_14\_a01\_bs\_enus  
Critical Thinking Essentials: Applying Critical Thinking Skills .....pd\_14\_a02\_bs\_enus  
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## ■ Building and Maintaining Trust

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Rebuilding Trust .....pd\_15\_a02\_bs\_enus  
Rebuilding Trust .....\_pc\_bi\_pabi005  
The Fruits of Integrity: Building Trust at Work .....\_pc\_ch\_pach012

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## ■ Personal Productivity Improvement

- Personal Productivity Improvement: Managing Your Workspace ..... pd\_16\_a01\_bs\_enus  
Personal Productivity: Self-organization and Overcoming Procrastination ..... pd\_16\_a02\_bs\_enus  
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity ... pd\_16\_a03\_bs\_enus

## ■ Peer Relationships

- The Value of Peer Relationships ..... pd\_17\_a01\_bs\_enus  
Developing Strategic Peer Relationships in Your Organization ..... pd\_17\_a02\_bs\_enus  
Forming Peer Relationships and Alliances at Work ..... pd\_17\_a03\_bs\_enus  
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## ■ Business Ethics

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Office Politics – What Will You Do? ..... \_pc\_ch\_pfch004  
Ethical self-Promotion ..... \_pc\_ch\_pfch005  
Ethics, Integrity and Trust ..... \_pc\_ch\_lach005  
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## ■ Living and Working Abroad in the United States

- American Work Culture and Values . pd\_19\_a01\_bs\_enus  
Key Aspects of the American Work Environment pd\_19\_a02\_bs\_enus  
Communicating Successfully in the American Workplace ..... pd\_19\_a03\_bs\_enus  
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## ■ Interviewing Strategies for the Interviewee

- Preparing for an Internal Interview ... pd\_21\_a01\_bs\_enus  
Making a Positive Impression in an Internal Interview ..... pd\_21\_a02\_bs\_enus

## ■ Campus to Corporate

- Campus to Corporate: Meeting New Expectations ..... pd\_22\_a01\_bs\_enus  
Campus to Corporate: Developing a Professional Image ..... pd\_22\_a02\_bs\_enus

## ■ Public Speaking Strategies

- Public Speaking Strategies: Preparing Effective Speeches ..... pd\_23\_a01\_bs\_enus  
Public Speaking Strategies: Confident Public Speaking ..... pd\_23\_a02\_bs\_enus

## ■ Performance under Pressure

- Developing the Right Attitude for Performing under Pressure ..... pd\_24\_a01\_bs\_enus  
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## ■ Business Etiquette and Professionalism

- Developing Your Reputation of Professionalism with Business Etiquettepd\_25\_a01\_bs\_enus  
Professionalism, Business Etiquette, and Personal Accountability ..... pd\_25\_a02\_bs\_enus  
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Using Business Etiquette to Build Professional Relationships ..... pd\_25\_a04\_bs\_enus  
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## ■ Perseverance and Resilience

- Developing Character for Perseverance and Resilience ..... pd\_26\_a01\_bs\_enus  
Achieving Goals through Perseverance and Resilience ..... pd\_26\_a02\_bs\_enus  
Bouncing Back with Perseverance and Resilience ..... pd\_26\_a03\_bs\_enus  
Perseverance: Flexibility in Action ..... \_pc\_bi\_pabi004  
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## ■ Decisiveness

- Developing Character for Decisiveness pd\_27\_a01\_bs\_enus  
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## ■ Writing Under Pressure

- Writing under Pressure: Preparing for Success..... pd\_28\_a01\_bs\_enus  
Writing under Pressure: The Writing Process pd\_28\_a02\_bs\_enus

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## ■ Project Management for Non-Project Managers

- Project Management Fundamentals proj\_01\_a01\_bs\_enus  
Transitioning into a Project Management Role proj\_01\_a02\_bs\_enus  
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Troubleshooting and Closing the Project proj\_01\_a05\_bs\_enus  
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Scope Definition Tools and Techniques \_pc\_ch\_pmch002  
Managing Scope on a Project ..... \_pc\_bi\_pmbi004  
Weighing the Costs of Project Change ..... \_pc\_bi\_pmbi005  
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Anticipating and Solving Problems as a Project Champion ..... \_pc\_bi\_pmbi007  
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Portfolios, Programs, and Projects: What's the Difference? ..... \_pc\_bi\_pmbi009  
Controlling Project Cost ..... \_pc\_bi\_pmbi010  
Mitigating Risks when Improving Processes \_pc\_bi\_pmbi011  
Ethics and Risks: Why they Matter in Project Success ..... \_pc\_ch\_pmch003  
Project Management Essentials ..... \_pc\_ch\_lach041

## ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

- Managing Projects within Organizations (PMBOK® Guide Fifth Edition)..... proj\_19\_a01\_bs\_enus  
Project Management Overview (PMBOK® Guide Fifth Edition) ..... proj\_19\_a02\_bs\_enus  
Project Management Process Groups (PMBOK® Guide Fifth Edition)..... proj\_19\_a03\_bs\_enus

## ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

- Integrated Initiation and Planning (PMBOK® Guide Fifth Edition) ..... proj\_20\_a01\_bs\_enus  
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)..... proj\_20\_a02\_bs\_enus  
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)..... proj\_20\_a03\_bs\_enus

## ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

- Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)..... proj\_21\_a01\_bs\_enus  
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)..... proj\_21\_a02\_bs\_enus  
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)..... proj\_21\_a03\_bs\_enus

## ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

- Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)..... proj\_22\_a01\_bs\_enus  
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)..... proj\_22\_a02\_bs\_enus  
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)proj\_22\_a03\_bs\_enus

## ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Costs (PMBOK® Guide Fifth Edition)..... proj\_23\_a01\_bs\_enus  
Controlling Project Costs (PMBOK® Guide Fifth Edition)..... proj\_23\_a02\_bs\_enus

## ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

- Plan Quality Management (PMBOK® Guide Fifth Edition)..... proj\_24\_a01\_bs\_enus  
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)..... proj\_24\_a02\_bs\_enus

## ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Human Resources (PMBOK® Guide Fifth Edition) ..... proj\_25\_a01\_bs\_enus  
Managing Project Human Resources (PMBOK® Guide Fifth Edition) ..... proj\_25\_a02\_bs\_enus

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## ■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition) ..... proj\_26\_a01\_bs\_enus  
Control Project Communications (PMBOK® Guide Fifth Edition) ..... proj\_26\_a02\_bs\_enus

## ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

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Identifying Project Risks (PMBOK® Guide Fifth Edition) ..... proj\_27\_a02\_bs\_enus  
Performing Risk Analysis (PMBOK® Guide Fifth Edition) ..... proj\_27\_a03\_bs\_enus  
Risk Response and Control (PMBOK® Guide Fifth Edition) ..... proj\_27\_a04\_bs\_enus

## ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Procurement Management (PMBOK® Guide Fifth Edition) ..... proj\_28\_a01\_bs\_enus  
Managing Procurements (PMBOK® Guide Fifth Edition) ..... proj\_28\_a02\_bs\_enus

## ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

Project Stakeholder Management (PMBOK® Guide Fifth Edition) ..... proj\_29\_a01\_bs\_enus  
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition) ..... proj\_29\_a02\_bs\_enus

## ■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management ..... proj\_16\_a01\_bs\_enus  
Program Life Cycle and Benefits Management ..... proj\_16\_a02\_bs\_enus

## ■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management ..... proj\_15\_a01\_bs\_enus  
Core PMI® Values and Ethical Standards ..... proj\_15\_a02\_bs\_enus

## ■ IT Project Management Essentials

IT Project Management Essentials:  
Introduction to IT Project Management ..... proj\_17\_a01\_bs\_enus  
IT Project Management Essentials: Initiating and Planning IT Projects ..... proj\_17\_a02\_bs\_enus

IT Project Management Essentials: Executing IT Projects ..... proj\_17\_a03\_bs\_enus  
IT Project Management Essentials: Monitoring and Controlling IT Projects ..... proj\_17\_a04\_bs\_enus  
IT Project Management Essentials: Managing Risks in an IT Project ..... proj\_17\_a05\_bs\_enus  
IT Project Management Essentials: Testing Deliverables and Closing IT Projects ..... proj\_17\_a06\_bs\_enus

## ■ Managing Software Project Outsourcing

Managing Software Project Outsourcing:  
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Developing a Vendor Contract ..... proj\_18\_a02\_bs\_enus  
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Working with the Outsourced Team ..... proj\_18\_a03\_bs\_enus  
Managing Software Project Outsourcing:  
Dealing with Risks ..... proj\_18\_a04\_bs\_enus

## ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials ..... ib\_pmag\_a01\_it\_enus  
Adopting an Agile Approach to Project Management ..... ib\_pmag\_a02\_it\_enus  
An Overview of Agile Methodologies ..... ib\_pmag\_a03\_it\_enus  
Overview of the Scrum Development Process ..... ib\_pmag\_a04\_it\_enus  
Agile Planning: Project Initiating and Requirements Gathering ..... ib\_pmag\_a05\_it\_enus  
Agile Planning: Doing Estimates and Completing the Release Plan ..... ib\_pmag\_a06\_it\_enus  
Planning and Monitoring Iterations on an Agile Project ..... ib\_pmag\_a07\_it\_enus  
Leading an Agile Team ..... ib\_pmag\_a08\_it\_enus  
Managing Stakeholder Engagement on an Agile Project ..... ib\_pmag\_a09\_it\_enus  
Ensuring Delivery of Value and Quality in Agile Projects ..... ib\_pmag\_a10\_it\_enus  
Core PMI® Values and Ethical Standards ..... proj\_15\_a02\_bs\_enus

## ■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2: 2009-aligned) ..... ib\_prin\_a01\_it\_enus  
Project Organization, Planning and Risk (PRINCE2: 2009-aligned) ..... ib\_prin\_a02\_it\_enus  
Project Quality, Change and Progress (PRINCE2: 2009-aligned) ..... ib\_prin\_a03\_it\_enus  
Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned) ..... ib\_prin\_a04\_it\_enus  
Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned) ..... ib\_prin\_a05\_it\_enus

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Tailoring PRINCE2 to a Project Environment  
(PRINCE2: 2009-aligned).....ib\_prin\_a06\_it\_enus

Managing Communications in a Virtual Team \_pc\_bi\_mgb001  
Building and Leading Teams .....\_pc\_ch\_lach023  
Meeting Team Performance Challenges ..\_pc\_ch\_pach010

## Mentoring Assets

Mentoring PRINCE2: Foundation .....mntprince2f  
Mentoring Project Management Professional  
(PMP) PMBOK Guide 5th Edition Aligned.....mntpmp5ed  
Mentoring Certified Associate in Project  
Management (CAPM) PMBOK Guide 5th Ed. mntcapm5ed

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## Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

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Essential Competencies .....ib\_buap\_a01\_it\_enus  
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Requirements Analysis .....ib\_buap\_a07\_it\_enus  
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## Test Preps

TestPrep PRINCE2: Foundation .....ib\_prin\_a01\_tp\_enus  
TestPrep Project Management Professional  
(PMP) PMBOK Guide 5th Edition Alignedpm\_proj\_a04\_tp\_enus  
TestPrep Certified Associate in Project  
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## LEADING TEAMS

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Performance.....team\_03\_a06\_bs\_enus  
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- Appealing to Prospects .....\_pc\_bi\_sabi012
- Getting Your Head Around Pipeline Management \_pc\_bi\_sabi013
- Prospecting Strategically .....\_pc\_ch\_sach011
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## Sales Negotiations

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    - Value Exchange .....sale\_02\_a02\_bs\_enus
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- Sales and Marketing: Two Sides of the Same Coin?.....\_pc\_bi\_spbi011

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- Essential Selling Skills: Qualifying Sales Prospects .....sale\_05\_a02\_bs\_enus
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## SALES AND CUSTOMER FACING SKILLS

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# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

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## LEGAL COMPLIANCE COURSEWARE

### LEGAL COMPLIANCE COURSEWARE

#### COMPLIANCE

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Harassment Prevention for Employees - State and Local Government Edition .....lch\_01\_a14\_lc\_enus  
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- COMPLIANCE IMPACT: Reasonable Accommodation  
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- COMPLIANCE IMPACT: Bribery – The Shipment \_pc\_bi\_lcbi011
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- COMPLIANCE IMPACT: Business Ethics –  
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- COMPLIANCE IMPACT: PCI – Verifying the  
Transaction .....pc\_bi\_lcbi009
- COMPLIANCE IMPACT: Workplace Violence – The  
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- COMPLIANCE IMPACT: Antitrust – Trade  
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- COMPLIANCE IMPACT: Bribery – The High  
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- COMPLIANCE IMPACT: Insider Dealing - The  
Memo .....pc\_bi\_lcbi014
- COMPLIANCE IMPACT: Social Media - Blogger  
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- COMPLIANCE IMPACT: Harassment - It's No Joke \_pc\_bi\_lcbi016
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- COMPLIANCE IMPACT: Respectful Workplace– One  
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- COMPLIANCE IMPACT: Reporting Misconduct –  
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- COMPLIANCE IMPACT: Political Activities –  
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- COMPLIANCE IMPACT: Respectful Workplace –  
The Bully .....pc\_bi\_lcbi021
- COMPLIANCE IMPACT: Wage and Hour - Working  
Off the Clock .....pc\_bi\_lcbi022

## FEDERAL GOVERNMENT INDUSTRY

### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL COMPLIANCE

##### ■ Federal Government Legal Compliance

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Sexual Harassment Prevention for Federal Employees .....fgov\_01\_a19\_lc\_enus  
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Workplace Safety .....fgov\_01\_a21\_lc\_enus  
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Privacy Awareness .....fgov\_01\_a26\_lc\_enus  
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Pre-retirement Planning for FERS ...fgov\_01\_a27\_lc\_enus  
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### LIVE LEARNING ALL ACCESS

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#### DESIGN

##### ■ Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore

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Encore Session 1: Network Design Methodologies.....	LLCS0079EN01P
Encore Session 2: Network Modeling ....	LLCS0079EN02P
Encore Session 3: Designing WAN Connectivity	LLCS0079EN03P
Encore Session 4: Designing a Routed Enterprise.....	LLCS0079EN04P
Encore Session 5: Designing Network Security	LLCS0079EN05P
Encore Session 6: Designing Voice and Wireless Networks.....	LLCS0079EN06P
Mentoring: Designing for Cisco Internetwork Solutions (DESGN) 2.1 .....	LLCS0079MN01
Post-Test 1: Network Design Methodologies	LLCS0079PO01P
Post-Test 2: Network Modeling .....	LLCS0079PO02P
Post-Test 3: Designing WAN Connectivity	LLCS0079PO03P
Post-Test 4: Designing a Routed Enterprise	LLCS0079PO04P
Post-Test 5: Designing Network Security	LLCS0079PO05P
Post-Test 6: Designing Voice and Wireless Networks .....	LLCS0079PO06P
Pre-Test 1: Network Design Methodologies	LLCS0079PR01P
Pre-Test 2: Network Modeling .....	LLCS0079PR02P
Pre-Test 3: Designing WAN Connectivity	LLCS0079PR03P
Pre-Test 4: Designing a Routed Enterprise	LLCS0079PR04P
Pre-Test 5: Designing Network Security .	LLCS0079PR05P
Pre-Test 6: Designing Voice and Wireless Networks .....	LLCS0079PR06P
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#### CISCO SYSTEMS

#### DATA CENTER

##### ■ Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore

Mentoring: Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 .....	LLCS0086MN01
Encore Session 2: Cisco Nexus Switch Feature Configuration.....	LLCS0086EN02P

Encore Session 3: Cisco Nexus Switch Advanced Feature Configuration .....	LLCS0086EN03P
Encore Session 4: Cisco Nexus Storage Features.....	LLCS0086EN04P
Encore Session 5: Cisco Nexus Switch Management .....	LLCS0086EN05P
Hands-On Labs .....	LLCS0086LB01P
Pre-Test 1: Cisco Nexus Product Overview	LLCS0086PR01P
Pre-Test 2: Cisco Nexus Switch Feature Configuration.....	LLCS0086PR02P
Pre-Test 3: Cisco Nexus Switch Advanced Feature Configuration .....	LLCS0086PR03P
Pre-Test 4: Cisco Nexus Storage Features	LLCS0086PR04P
Pre-Test 5: Cisco Nexus Switch Management	LLCS0086PR05P
Post-Test 1: Cisco Nexus Product Overview	LLCS0086PO01P
Post-Test 2: Cisco Nexus Switch Feature Configuration.....	LLCS0086PO02P
Post-Test 3: Cisco Nexus Switch Advanced Feature Configuration .....	LLCS0086PO03P
Post-Test 4: Cisco Nexus Storage Features	LLCS0086PO04P
Post-Test 5: Cisco Nexus Switch Management	LLCS0086PO05P
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Encore Session 1: Cisco Nexus Product Overview .....	LLCS0086EN01P

##### ■ Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore

Mentoring: Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 .....	LLCS0087MN01
Encore Session 1: Implement Cisco UCS C-Series Rack Servers .....	LLCS0087EN01P
Encore Session 2: Manage the Cisco UCS B-Series .....	LLCS0087EN02P
Encore Session 3: Manage and Implement Cisco UCS B-Series Connectivity .....	LLCS0087EN03P
Encore Session 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources.....	LLCS0087EN04P
Encore Session 5: Provision Cisco UCS Compute Resources .....	LLCS0087EN05P
Pre-Test 3: Manage and Implement Cisco UCS B-Series Connectivity.....	LLCS0087PR03P
Pre-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources.....	LLCS0087PR04P
Pre-Test 5: Provision Cisco UCS Compute Resources .....	LLCS0087PR05P
Pre-Test 6: Implement Cisco UCS Server Virtualization Features .....	LLCS0087PR06P

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Encore Session 6: Implement Cisco UCS Server Virtualization Features.....	LLCS0087EN06P
Pre-Test 1: Implement Cisco UCS C-Series Rack Servers.....	LLCS0087PR01P
Pre-Test 2: Manage the Cisco UCS B-Series	LLCS0087PR02P
Post-Test 1: Implement Cisco UCS C-Series Rack Servers.....	LLCS0087PO01P
Post-Test 2: Manage the Cisco UCS B-Series	LLCS0087PO02P
Post-Test 3: Manage and Implement Cisco UCS B-Series Connectivity .....	LLCS0087PO03P
Post-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources .....	LLCS0087PO04P
Post-Test 5: Provision Cisco UCS Compute Resources .....	LLCS0087PO05P
Post-Test 6: Implement Cisco UCS Server Virtualization Features.....	LLCS0087PO06P
Student Guide .....	LLCS0087SG01
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### ■ **Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore**

Mentoring: Implementing Cisco Data Center Unified Fabric (DCUFI) 4.0.....	LLCS0083MN01
Encore Session 1: Introduction to Cisco Nexus Technologies.....	LLCS0083EN01P
Encore Session 2: Configuring Layer 2 Services on Cisco Nexus Equipment .....	LLCS0083EN02P
Encore Session 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks .....	LLCS0083EN03P
Encore Session 4: Configuring Cisco Nexus Switch Management and Redundancy....	LLCS0083EN04P
Encore Session 5: Configuring Cisco FabricPath and Introducing FCoE .....	LLCS0083EN05P
Encore Session 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools	LLCS0083EN06P
Hands-On Labs .....	LLCS0083LB01P
Pre-Test 1: Introduction to Cisco Nexus Technologies.....	LLCS0083PR01P
Pre-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment.....	LLCS0083PR02P
Pre-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks.	LLCS0083PR03P
Pre-Test 4: Configuring Cisco Nexus Switch Management and Redundancy .....	LLCS0083PR04P
Pre-Test 5: Configuring Cisco FabricPath and Introducing FCoE .....	LLCS0083PR05P
Pre-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools.....	LLCS0083PR06P

Post-Test 1: Introduction to Cisco Nexus Technologies.....	LLCS0083PO01P
Post-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment.....	LLCS0083PO02P
Post-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks	LLCS0083PO03P
Post-Test 4: Configuring Cisco Nexus Switch Management and Redundancy .....	LLCS0083PO04P
Post-Test 5: Configuring Cisco FabricPath and Introducing FCoE .....	LLCS0083PO05P
Post-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools .....	LLCS0083PO06P
Student Guide .....	LLCS0083SG01
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### MICROSOFT WINDOWS SERVER 2012

#### ■ **Installing and Configuring Microsoft Windows Server 2012 Expert Live with Encore**

Mentoring: Installing and Configuring Microsoft Windows Server 2012 .....	LLMS0049MN01
Live Session 1: Install and Configure Windows Server 2012 Servers.....	LLMS0049LV01
Live Session 2: Configure Windows Server 2012 Server Roles and Features .....	LLMS0049LV02
Live Session 3: Configure Windows Server 2012 Hyper-V.....	LLMS0049LV03
Live Session 4: Deploy and Configure Windows Server 2012 Core Network Services.....	LLMS0049LV04
Live Session 5: Install and Administer Windows Server 2012 Active Directory....	LLMS0049LV05
Live Session 6: Create and Manage Windows Server 2012 Group Policy .....	LLMS0049LV06
Encore Session 1: Install and Configure Windows Server 2012 Servers.....	LLMS0049EN01P
Encore Session 2: Configure Windows Server 2012 Server Roles and Features .....	LLMS0049EN02P
Encore Session 3: Configure Windows Server 2012 Hyper-V.....	LLMS0049EN03P
Encore Session 4: Deploy and Configure Windows Server 2012 Core Network Services	LLMS0049EN04P
Encore Session 5: Install and Administer Windows Server 2012 Active Directory...	LLMS0049EN05P
Encore Session 6: Create and Manage Windows Server 2012 Group Policy .....	LLMS0049EN06P
Hands-On Labs .....	LLMS0049LB01P
Pre-Test 1: Install and Configure Windows Server 2012 Servers .....	LLMS0049PR01P

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Pre-Test 2: Configure Windows Server 2012	
Server Roles and Features .....	LLMS0049PR02P
Pre-Test 3: Configure Windows Server 2012	
Hyper-V .....	LLMS0049PR03P
Pre-Test 4: Deploy and Configure Windows Server 2012 Core Network Services .....	LLMS0049PR04P
Pre-Test 5: Install and Administer Windows Server 2012 Active Directory.....	LLMS0049PR05P
Pre-Test 6: Create and Manage Windows Server 2012 Group Policy.....	LLMS0049PR06P
Post-Test 1: Install and Configure Windows Server 2012 Servers .....	LLMS0049PO01P
Post-Test 2: Configure Windows Server 2012 Server Roles and Features .....	LLMS0049PO02P
Post-Test 3: Configure Windows Server 2012 Hyper-V .....	LLMS0049PO03P
Post-Test 4: Deploy and Configure Windows Server 2012 Core Network Services .....	LLMS0049PO04P
Post-Test 5: Install and Administer Windows Server 2012 Active Directory.....	LLMS0049PO05P
Post-Test 6: Create and Manage Windows Server 2012 Group Policy .....	LLMS0049PO06P
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### ■ Administering Microsoft Windows Server 2012 Expert Live with Encore

Mentoring: Administering Microsoft Windows Server 2012.....	LLMS0050MN01
Live Session 1: Deploy, Manage, and Maintain Servers.....	LLMS0050LV01
Live Session 2: Configure File and Print Services .....	LLMS0050LV02
Live Session 3: Configure Network Services and Access.....	LLMS0050LV03
Live Session 4: Configure a Network Policy Server Infrastructure.....	LLMS0050LV04
Live Session 5: Configure and Manage Active Directory.....	LLMS0050LV05
Live Session 6: Configure and Manage Group Policy.....	LLMS0050LV06
Encore Session 1: Deploy, Manage, and Maintain Servers .....	LLMS0050EN01P
Encore Session 2: Configure File and Print Services .....	LLMS0050EN02P
Encore Session 3: Configure Network Services and Access.....	LLMS0050EN03P
Encore Session 4: Configure a Network Policy Server Infrastructure.....	LLMS0050EN04P

Encore Session 5: Configure and Manage Active Directory.....	LLMS0050EN05P
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Hands-On Labs .....	LLMS0050LB01P
Pre-Test 1: Deploy, Manage, and Maintain Servers.....	LLMS0050PR01P
Pre-Test 2: Configure File and Print Services .....	LLMS0050PR02P
Pre-Test 3: Configure Network Services and Access .....	LLMS0050PR03P
Pre-Test 4: Configure a Network Policy Server Infrastructure .....	LLMS0050PR04P
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Post-Test 3: Configure Network Services and Access .....	LLMS0050PO03P
Post-Test 4: Configure a Network Policy Server Infrastructure .....	LLMS0050PO04P
Post-Test 5: Configure and Manage Active Directory.....	LLMS0050PO05P
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### ■ Configuring Advanced Windows Server 2012 Services Expert Live with Encore

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Live Session 2: Configure File and Storage Solutions .....	LLMS0051LV02
Live Session 3: Implement Business Continuity and Disaster Recovery .....	LLMS0051LV03
Live Session 4: Configure Network Services .....	LLMS0051LV04
Live Session 5: Configure the Active Directory Infrastructure .....	LLMS0051LV05
Live Session 6: Configure Identity and Access Solutions.....	LLMS0051LV06
Encore Session 1: Configure and Manage High Availability .....	LLMS0051EN01P

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Encore Session 2: Configure File and Storage Solutions .....	LLMS0051EN02P	Student Guide .....	LLMS0052SG01
Encore Session 3: Implement Business Continuity and Disaster Recovery .....	LLMS0051EN03P	Class Notes .....	LLMS0052CN01
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Pre-Test 5: Configure the Active Directory Infrastructure .....	LLMS0051PR05P	Encore Session 6: Design and Implement Network Services Part 3.....	LLMS0052EN06P
Pre-Test 2: Configure File and Storage Solutions .....	LLMS0051PR02P	Hands-On Labs .....	LLMS0052LB01P
Pre-Test 3: Implement Business Continuity and Disaster Recovery .....	LLMS0051PR03P	Pre-Test 1: Active Directory Design and Implementation .....	LLMS0052PR01P
Pre-Test 4: Configure Network Services .....	LLMS0051PR04P	Post-Test 1: Active Directory Design and Implementation .....	LLMS0052PO01P
Post-Test 3: Implement Business Continuity and Disaster Recovery .....	LLMS0051PO03P	Post-Test 2: OU Design and Implementation to Support Group Policy .....	LLMS0052PO02P
Post-Test 4: Configure Network Services .....	LLMS0051PO04P	Post-Test 3: Plan and Deploy a Server Infrastructure.....	LLMS0052PO03P
Pre-Test 6: Configure Identity and Access Solutions .....	LLMS0051PR06P	Post-Test 4: Design and Implement Network Services Part 1.....	LLMS0052PO04P
Post-Test 1: Configure and Manage High Availability .....	LLMS0051PO01P	Post-Test 5: Design and Implement Network Services Part 2.....	LLMS0052PO05P
Post-Test 2: Configure File and Storage Solutions .....	LLMS0051PO02P	Live Session 1: Active Directory Design and Implementation .....	LLMS0052LV01
Post-Test 5: Configure the Active Directory Infrastructure .....	LLMS0051PO05P	Live Session 2: OU Design and Implementation to Support Group Policy .....	LLMS0052LV02
Post-Test 6: Configure Identity and Access Solutions .....	LLMS0051PO06P	Live Session 3: Plan and Deploy a Server Infrastructure.....	LLMS0052LV03
Practice Exam .....	llms_0051_p01_pe_enus	Live Session 4: Design and Implement Network Services Part 1.....	LLMS0052LV04
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		Live Session 6: Design and Implement Network Services Part 3.....	LLMS0052LV06

### ■ Designing and Implementing a Server Infrastructure Expert Live with Encore

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Encore Session 1: Active Directory Design and Implementation.....	LLMS0052EN01P
Pre-Test 2: OU Design and Implementation to Support Group Policy .....	LLMS0052PR02P
Post-Test 6: Design and Implement Network Services Part 3 .....	LLMS0052PO06P
Encore Session 2: OU Design and Implementation to Support Group Policy .....	LLMS0052EN02P
Encore Session 3: Plan and Deploy a Server Infrastructure .....	LLMS0052EN03P
Pre-Test 3: Plan and Deploy a Server Infrastructure .....	LLMS0052PR03P

### ■ Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore

Live Session 1: Server Roles and Remote Management .....	LLMS0054LV01
Live Session 2: Disks, NTFS, and Sharing .....	LLMS0054LV02
Live Session 3: IP Subnetting, DHCP, and NIC Teaming .....	LLMS0054LV03
Live Session 4: DNS and Hyper-V .....	LLMS0054LV04
Live Session 5: Active Directory .....	LLMS0054LV05
Live Session 6: Groups and GPOs .....	LLMS0054LV06
Hands-On Labs .....	LLMS0054LB01P

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Pre-Test 1: Server Roles and Remote Management .....	LLMS0054PR01P
Pre-Test 2: Disks, NTFS, and Sharing ..	LLMS0054PR02P
Pre-Test 3: IP Subnetting, DHCP, and NIC Teaming .....	LLMS0054PR03P
Pre-Test 4: DNS and Hyper-V .....	LLMS0054PR04P
Pre-Test 5: Active Directory .....	LLMS0054PR05P
Pre-Test 6: Groups and GPOs .....	LLMS0054PR06P
Post-Test 1: Server Roles and Remote Management .....	LLMS0054PO01P
Post-Test 2: Disks, NTFS, and Sharing ..	LLMS0054PO02P
Post-Test 3: IP Subnetting, DHCP, and NIC Teaming .....	LLMS0054PO03P
Post-Test 4: DNS and Hyper-V .....	LLMS0054PO04P
Post-Test 5: Active Directory .....	LLMS0054PO05P
Post-Test 6: Groups and GPOs .....	LLMS0054PO06P
Practice Exam .....	llms_0054_p01_pe_enus
Class Notes .....	LLMS0054CN01

### ■ Administering Microsoft Windows Server 2012 R2 Expert Live with Encore

Mentoring: Administering Microsoft Windows Server 2012 R2 .....	LLMS0055MN01
Live Session 1: Managing a Server Infrastructure .....	LLMS0055LV01
Live Session 2: Deploying and Managing Network Servers.....	LLMS0055LV02
Live Session 3: Remote Access Solutions	LLMS0055LV03
Live Session 4: Service Accounts, Account Policies and Fine Grained Password Policies	LLMS0055LV04
Live Session 5: Understanding and Managing Active Directory .....	LLMS0055LV05
Live Session 6: Group Policy .....	LLMS0055LV06
Hands-On Labs .....	LLMS0055LB01P
Pre-Test 1: Managing a Server Infrastructure	LLMS0055PR01P
Post-Test 4: Service Accounts, Account Policies and Fine Grained Password Policies	LLMS0055PO04P
Post-Test 5: Understanding and Managing Active Directory .....	LLMS0055PO05P
Post-Test 6: Group Policy .....	LLMS0055PO06P
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Student Guide .....	LLMS0055SG01
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Pre-Test 2: Deploying and Managing Network Servers.....	LLMS0055PR02P
Pre-Test 3: Remote Access Solutions ...	LLMS0055PR03P
Pre-Test 4: Service Accounts, Account Policies and Fine Grained Password Policies	LLMS0055PR04P

Pre-Test 5: Understanding and Managing Active Directory .....	LLMS0055PR05P
Pre-Test 6: Group Policy .....	LLMS0055PR06P
Post-Test 1: Managing a Server Infrastructure.....	LLMS0055PO01P
Post-Test 2: Deploying and Managing Network Servers.....	LLMS0055PO02P
Post-Test 3: Remote Access Solutions .	LLMS0055PO03P

## MICROSOFT TECHNICAL

### SHAREPOINT SERVER 2010

#### ■ Microsoft SharePoint 2010 Administration Expert Encore

Encore Session 1: Designing a Farm Topology	LLMS0043EN01P
Encore Session 2: Planning Application Services and Component Deployment....	LLMS0043EN02P
Encore Session 3: Planning an Upgrade/Migration Strategy and Security Deployment.....	LLMS0043EN03P
Encore Session 4: Defining Operations Strategy and Business Continuity .....	LLMS0043EN04P
Encore Session 5: Planning Search Solutions	LLMS0043EN05P
Mentoring: SharePoint Administration ....	LLMS0043MN01
Encore Session 6: Planning Business Solutions .....	LLMS0043EN06P
Pre-Test 1: Designing a Farm Topology	LLMS0043PR01P
Pre-Test 2: Planning Application Services and Component Deployment .....	LLMS0043PR02P
Pre-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment.....	LLMS0043PR03P
Pre-Test 4: Defining Operations Strategy and Business Continuity .....	LLMS0043PR04P
Pre-Test 5: Planning Search Solutions ..	LLMS0043PR05P
Pre-Test 6: Planning Business Solutions	LLMS0043PR06P
Post-Test 1: Designing a Farm Topology	LLMS0043PO01P
Post-Test 2: Planning Application Services and Component Deployment .....	LLMS0043PO02P
Post-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment.....	LLMS0043PO03P
Post-Test 4: Defining Operations Strategy and Business Continuity .....	LLMS0043PO04P
Post-Test 5: Planning Search Solutions	LLMS0043PO05P
Post-Test 6: Planning Business Solutions	LLMS0043PO06P
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### ■ Configuring Microsoft SharePoint 2010 Expert

#### Encore

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Encore Session 1: Installing and Configuring Microsoft SharePoint 2010.....	LLMS0045EN01P
Encore Session 2: Upgrading to Microsoft SharePoint 2010 .....	LLMS0045EN02P
Encore Session 3: Configuring and Administering SharePoint 2010 Search..	LLMS0045EN03P
Encore Session 4: Web Applications, Authentication and Application Security Configuration .....	LLMS0045EN04P
Encore Session 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions .....	LLMS0045EN05P
Encore Session 6: SharePoint 2010 Operational Health and Performance .....	LLMS0045EN06P
Mentoring: Configuring Microsoft SharePoint 2010 .....	LLMS0045MN01
Post-Test 1: Installing and Configuring Microsoft SharePoint 2010 .....	LLMS0045PO01P
Post-Test 2: Upgrading to Microsoft SharePoint 2010 .....	LLMS0045PO02P
Post-Test 3: Configuring and Administering SharePoint 2010 Search .....	LLMS0045PO03P
Post-Test 4: Web Applications, Authentication and Application Security Configuration.....	LLMS0045PO04P
Post-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions .....	LLMS0045PO05P
Post-Test 6: SharePoint 2010 Operational Health and Performance .....	LLMS0045PO06P
Pre-Test 1: Installing and Configuring Microsoft SharePoint 2010 .....	LLMS0045PR01P
Pre-Test 2: Upgrading to Microsoft SharePoint 2010 .....	LLMS0045PR02P
Pre-Test 3: Configuring and Administering SharePoint 2010 Search .....	LLMS0045PR03P
Pre-Test 4: Web Applications, Authentication and Application Security Configuration... LLMS0045PR04P	
Pre-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and SolutionsLLMS0045PR05P	
Pre-Test 6: SharePoint 2010 Operational Health and Performance .....	LLMS0045PR06P
Student Guide .....	LLMS0045SG01
Practice Exam .....	llms_0045_p01_pe_enus

#### COMPTIA

#### COMPTIA SECURITY+ 2011

### VMWARE

#### vSPHERE

### ■ Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore

Live Session 1: Introduction to Virtualization with VMware vSphere 5.....	LLVM0001LV01
Live Session 2: Installation and Setup .....	LLVM0001LV02
Live Session 3: vCenter Server and ESXi Host Management.....	LLVM0001LV03
Live Session 4: Virtual Machine Administration .....	LLVM0001LV04
Live Session 5: Networking .....	LLVM0001LV05
Live Session 6: Storage .....	LLVM0001LV06
Encore Session 1: Introduction to Virtualization with VMware vSphere 5.....	LLVM0001EN01P
Encore Session 2: Installation and Setup	LLVM0001EN02P
Encore Session 3: vCenter Server and ESXi Host Management.....	LLVM0001EN03P
Encore Session 4: Virtual Machine Administration .....	LLVM0001EN04P
Encore Session 5: Networking .....	LLVM0001EN05P
Encore Session 6: Storage .....	LLVM0001EN06P
Hands-On Labs .....	LLVM0001LB01P
Pre-Test 1: Introduction to Virtualization with VMware vSphere 5 .....	LLVM0001PR01P
Pre-Test 2: Installation and Setup .....	LLVM0001PR02P
Pre-Test 3: vCenter Server and ESXi Host Management .....	LLVM0001PR03P
Pre-Test 4: Virtual Machine Administration	LLVM0001PR04P
Pre-Test 5: Networking .....	LLVM0001PR05P
Pre-Test 6: Storage .....	LLVM0001PR06P
Post-Test 1: Introduction to Virtualization with VMware vSphere 5 .....	LLVM0001PO01P
Post-Test 2: Installation and Setup .....	LLVM0001PO02P
Post-Test 3: vCenter Server and ESXi Host Management .....	LLVM0001PO03P
Post-Test 4: Virtual Machine Administration	LLVM0001PO04P
Post-Test 5: Networking .....	LLVM0001PO05P
Post-Test 6: Storage .....	LLVM0001PO06P
Student Guide .....	LLVM0001SG01

### ■ Datacenter Virtualization with vSphere 5: Design and Optimization Expert Live with Encore

Mentoring: Datacenter Virtualization with vSphere 5: Design and Optimization.....	LLVM0003MN01
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## LIVE LEARNING ALL ACCESS

Live Session 1: Install and Configure vCSA and Upgrading vSphere 4 to vSphere 5 .... LLVM0003LV01  
Live Session 2: Introduction to Design Fundamentals ..... LLVM0003LV02  
Live Session 3: DCD Objectives: Creating a Conceptual vSphere Design..... LLVM0003LV03  
Live Session 4: DCD Objectives: Creating a Logical vSphere Design ..... LLVM0003LV04  
Live Session 5: DCD Objectives: Creating a Physical vSphere Design ..... LLVM0003LV05  
Live Session 6: DCD Objectives: Implementation Planning..... LLVM0003LV06  
Encore Session 1: Install and Configure vCSA and Upgrading vSphere 4 to vSphere 5 . LLVM0003EN01P  
Encore Session 2: Introduction to Design Fundamentals ..... LLVM0003EN02P  
Encore Session 3: DCD Objectives: Creating a Conceptual vSphere Design..... LLVM0003EN03P  
Encore Session 4: DCD Objectives: Creating a Logical vSphere Design ..... LLVM0003EN04P  
Encore Session 5: DCD Objectives: Creating a Physical vSphere Design ..... LLVM0003EN05P  
Encore Session 6: DCD Objectives: Implementation Planning..... LLVM0003EN06P

Post-Test 3: Installing and Managing Updates LLVM0005PO03P  
Post-Test 4: Performing Upgrades of vSphere components ..... LLVM0005PO04P  
Student Guide ..... LLVM0005SG01  
Hands-On Labs ..... LLVM0005LB01P

### vSphere 5.5 ICM Part One Expert Live with Encore

Live Session 1: Introduction to vSphere and Installation Requirements..... LLVM0007LV01  
Post-Test 4: vDistributed Switch Options and Storage Introduction..... LLVM0007PO04P  
Pre-Test 3: Networking ..... LLVM0007PR03P  
Pre-Test 4: vDistributed Switch Options and Storage Introduction..... LLVM0007PR04P  
Pre-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS ..... LLVM0007PR05P  
Encore Session 3: Networking ..... LLVM0007EN03P  
Encore Session 4: vDistributed Switch Options and Storage Introduction ..... LLVM0007EN04P  
Encore Session 1: Introduction to vSphere and Installation Requirements..... LLVM0007EN01P  
Encore Session 2: Installation and Management Tools ..... LLVM0007EN02P  
Encore Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS ..... LLVM0007EN05P  
Encore Session 6: Virtual Machines ..... LLVM0007EN06P  
Hands-On Labs ..... LLVM0007LB01P  
Pre-Test 1: Introduction to vSphere and Installation Requirements..... LLVM0007PR01P  
Pre-Test 2: Installation and Management Tools ..... LLVM0007PR02P  
Post-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS ..... LLVM0007PO05P  
Post-Test 6: Virtual Machines ..... LLVM0007PO06P  
Student Guide ..... LLVM0007SG01  
Mentoring: vSphere 5.5 ICM Part One .... LLVM0007MN01  
Live Session 4: vDistributed Switch Options and Storage Introduction..... LLVM0007LV04  
Live Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS ..... LLVM0007LV05  
Live Session 6: Virtual Machines ..... LLVM0007LV06  
Post-Test 1: Introduction to vSphere and Installation Requirements..... LLVM0007PO01P  
Live Session 2: Installation and Management Tools ..... LLVM0007LV02  
Live Session 3: Networking ..... LLVM0007LV03  
Post-Test 2: Installation and Management Tools ..... LLVM0007PO02P  
Post-Test 3: Networking ..... LLVM0007PO03P

### vSphere 5.1 ICM Part Two Expert Live with Encore

Mentoring: vSphere 5.1 ICM Part Two .... LLVM0005MN01  
Live Session 1: Business Continuity, Clustering and Resource Management.... LLVM0005LV01  
Live Session 2: Performance and Monitoring LLVM0005LV02  
Live Session 3: Installing and Managing Updates..... LLVM0005LV03  
Live Session 4: Performing Upgrades of vSphere components ..... LLVM0005LV04  
Encore Session 1: Business Continuity, Clustering and Resource Management.. LLVM0005EN01P  
Encore Session 2: Performance and Monitoring LLVM0005EN02P  
Encore Session 3: Installing and Managing Updates..... LLVM0005EN03P  
Encore Session 4: Performing Upgrades of vSphere components ..... LLVM0005EN04P  
Pre-Test 1: Business Continuity, Clustering and Resource Management..... LLVM0005PR01P  
Pre-Test 2: Performance and Monitoring LLVM0005PR02P  
Pre-Test 3: Installing and Managing Updates LLVM0005PR03P  
Pre-Test 4: Performing Upgrades of vSphere components..... LLVM0005PR04P  
Post-Test 1: Business Continuity, Clustering and Resource Management..... LLVM0005PO01P  
Post-Test 2: Performance and Monitoring LLVM0005PO02P

## LIVE LEARNING ALL ACCESS

Pre-Test 6: Virtual Machines ..... LLVM0007PR06P

### vSphere 5.5 ICM Part Two Expert Live with Encore

Pre-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks.. LLVM0008PR03P

Live Session 1: vMotion, Clusters, HA .... LLVM0008LV01

Live Session 2: DRS, Storage DRS, Fault Tolerance ..... LLVM0008LV02

Pre-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting .. LLVM0008PR04P

Pre-Test 5: Update Manager ..... LLVM0008PR05P

Pre-Test 6: Upgrading ..... LLVM0008PR06P

Post-Test 1: vMotion, Clusters, HA ..... LLVM0008PO01P

Post-Test 2: DRS, Storage DRS, Fault Tolerance ..... LLVM0008PO02P

Post-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks.. LLVM0008PO03P

Live Session 3: Shares, Reservations, Limits, Resource Pools, and Scheduled TasksLLVM0008LV03

Live Session 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting..... LLVM0008LV04

Live Session 5: Update Manager ..... LLVM0008LV05

Live Session 6: Upgrading ..... LLVM0008LV06

Encore Session 1: vMotion, Clusters, HA LLVM0008EN01P

Encore Session 2: DRS, Storage DRS, Fault Tolerance ..... LLVM0008EN02P

Encore Session 3: Shares, Reservations, Limits, Resource Pools, and Scheduled TasksLLVM0008EN03P

Post-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting .. LLVM0008PO04P

Post-Test 5: Update Manager ..... LLVM0008PO05P

Post-Test 6: Upgrading ..... LLVM0008PO06P

Student Guide ..... LLVM0008SG01

Mentoring: vSphere 5.5 ICM Part Two .... LLVM0008MN01

Encore Session 6: Upgrading ..... LLVM0008EN06P

Encore Session 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting..... LLVM0008EN04P

Encore Session 5: Update Manager ..... LLVM0008EN05P

Hands-On Labs ..... LLVM0008LB01P

Pre-Test 1: vMotion, Clusters, HA ..... LLVM0008PR01P

Pre-Test 2: DRS, Storage DRS, Fault Tolerance ..... LLVM0008PR02P

### Datacenter Virtualization with vSphere 5: Part 2 Expert Live with Encore

Live Session 1: Clustering, High Availability and Fault Tolerance ..... LLVM0002LV01

Live Session 2: Resource Management and Distributed Resource Scheduling ..... LLVM0002LV02

Live Session 3: Logging and Performance Monitoring ..... LLVM0002LV03

Live Session 4: VMware Management Assistant and RESXTOP ..... LLVM0002LV04

Live Session 5: Security ..... LLVM0002LV05

Live Session 6: Auto Deployment and Automatic Updates..... LLVM0002LV06

Encore Session 1: Clustering, High Availability and Fault Tolerance ..... LLVM0002EN01P

Encore Session 2: Resource Management and Distributed Resource Scheduling ..... LLVM0002EN02P

Encore Session 3: Logging and Performance Monitoring ..... LLVM0002EN03P

Encore Session 4: VMware Management Assistant and RESXTOP ..... LLVM0002EN04P

Encore Session 5: Security ..... LLVM0002EN05P

Encore Session 6: Auto Deployment and Automatic Updates..... LLVM0002EN06P

Hands-On Labs ..... LLVM0002LB01P

Pre-Test 1: Clustering, High Availability and Fault Tolerance ..... LLVM0002PR01P

Pre-Test 2: Resource Management and Distributed Resource Scheduling ..... LLVM0002PR02P

Pre-Test 3: Logging and Performance Monitoring ..... LLVM0002PR03P

Pre-Test 4: VMware Management Assistant and RESXTOP ..... LLVM0002PR04P

Pre-Test 5: Security ..... LLVM0002PR05P

Pre-Test 6: Auto Deployment and Automatic Updates..... LLVM0002PR06P

Post-Test 1: Clustering, High Availability and Fault Tolerance ..... LLVM0002PO01P

Post-Test 2: Resource Management and Distributed Resource Scheduling ..... LLVM0002PO02P

Post-Test 3: Logging and Performance Monitoring ..... LLVM0002PO03P

Post-Test 4: VMware Management Assistant and RESXTOP ..... LLVM0002PO04P

Post-Test 5: Security ..... LLVM0002PO05P

Post-Test 6: Auto Deployment and Automatic Updates..... LLVM0002PO06P

Student Guide ..... LLVM0002SG01

## VMWARE

## LIVE LEARNING ALL ACCESS

### VCLOUD

#### ■ vSphere 5.1 ICM Part One Expert Live with Encore

Mentoring: vSphere 5.1 ICM Part One ....LLVM0004MN01  
Live Session 2: Install, Configure, and Secure ESXi, vCenter Server, and Support Tools .....LLVM0004LV02  
Live Session 3: Install, Configure, and Manage Networking .....LLVM0004LV03  
Live Session 4: Install, Configure, and Manage Storage.....LLVM0004LV04  
Live Session 5: Install, Configure, and Manage Virtual Machines and vApps .....LLVM0004LV05  
Encore Session 1: Introduction to vSphere 5.1 .....LLVM0004EN01P  
Encore Session 2: Install, Configure, and Secure ESXi, vCenter Server, and Support Tools .....LLVM0004EN02P  
Encore Session 3: Install, Configure, and Manage Networking .....LLVM0004EN03P  
Encore Session 4: Install, Configure, and Manage Storage.....LLVM0004EN04P  
Encore Session 5: Install, Configure, and Manage Virtual Machines and vApps .....LLVM0004EN05P  
Pre-Test 1: Introduction to vSphere 5.1 . LLVM0004PR01P  
Pre-Test 2: Install, Configure, and Secure ESXi, vCenter Server, and Support ToolsLLVM0004PR02P  
Pre-Test 3: Install, Configure, and Manage Networking .....LLVM0004PR03P  
Pre-Test 4: Install, Configure, and Manage Storage.....LLVM0004PR04P  
Pre-Test 5: Install, Configure, and Manage Virtual Machines and vApps.....LLVM0004PR05P  
Post-Test 1: Introduction to vSphere 5.1 LLVM0004PO01P  
Post-Test 2: Install, Configure, and Secure ESXi, vCenter Server, and Support ToolsLLVM0004PO02P  
Post-Test 3: Install, Configure, and Manage Networking .....LLVM0004PO03P  
Post-Test 4: Install, Configure, and Manage Storage.....LLVM0004PO04P  
Post-Test 5: Install, Configure, and Manage Virtual Machines and vApps.....LLVM0004PO05P  
Student Guide .....LLVM0004SG01  
Live Session 1: Introduction to vSphere 5.1 LLVM0004LV01  
Hands-On Labs .....LLVM0004LB01P

# SKILLSOFT LIVE LEARNING

## SKILLSOFT LIVE LEARNING

### INFORMATION TECHNOLOGY

#### CISCO SYSTEMS

##### ■ Routing and Switching

- Implementing Cisco IP Routing (ROUTE) v1.0  
Expert Live with Encore ..... LLCS0064
- Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore ..... LLCS0065
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore ... LLCS0066
- Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore ..... LLCS0077
- Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Live with Encore ..... LLCS0078
- Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore ..... LLCS0084
- Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore ..... LLCS0085
- Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore ..... LLCS0088

##### ■ Voice

- Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore ..... LLCS0068
- Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore ..... LLCS0067
- Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore ..... LLCS0071
- Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore ..... LLCS0072
- Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore ..... LLCS0074
- Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore ..... LLCS0076

##### ■ Security

- Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore ..... LLCS0069
- Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore ..... LLCS0075
- Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore ..... LLCS0080

- Deploying Cisco ASA VPN Solutions (VPN) 2.0  
Expert Live with Encore ..... LLCS0081
- Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore ..... LLCS0082

##### ■ Design

- Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore ..... LLCS0079

##### ■ Data Center

- Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore ..... LLCS0086
- Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore ..... LLCS0087
- Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore ..... LLCS0083

### INFORMATION TECHNOLOGY

#### (ISC)2

##### ■ Security

- Certified Information Systems Security Professional Pt. 1 (CISSP) (2012) Expert Encore ..... LLIS0005
- Certified Information Systems Security Professional Pt. 2 (CISSP) (2012) Expert Encore ..... LLIS0006

### INFORMATION TECHNOLOGY

#### COMPTIA

##### ■ Networking

- CompTIA Network+ (2012 Edition) Expert Live with Encore ..... LLCT0011

##### ■ Desktop Support

- CompTIA A+ 220-801 Expert Encore ..... LLCT0016
- CompTIA A+ 220-802 Expert Encore ..... LLCT0018

##### ■ Security

- CompTIA Security+ Expert Encore ..... LLCT0017

##### ■ CompTIA Security+ 2011

- CompTIA Security+ 2011: Control Fundamentals and Security Threats ..... cs\_styp\_a01\_it\_enus

## SKILLSOFT LIVE LEARNING

CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses .....	cs_styp_a02_it_enus
CompTIA Security+ 2011: Securing Networks and Performing Security Assessments	cs_styp_a03_it_enus
CompTIA Security+ 2011: Network and System Security Mechanisms .....	cs_styp_a04_it_enus
CompTIA Security+ 2011: Remote Access and Wireless Security.....	cs_styp_a05_it_enus
CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls .....	cs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT Environment .....	cs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and Public Key Infrastructures .....	cs_styp_a08_it_enus
CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing.....	cs_styp_a09_it_enus
CompTIA Security+ 2011: BC, DR, Security Training, and Forensics.....	cs_styp_a10_it_enus

### INFORMATION TECHNOLOGY

#### MICROSOFT TECHNICAL

##### Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Live with Encore .....	LLMS0049
Administering Microsoft Windows Server 2012 Expert Live with Encore.....	LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Live with Encore .....	LLMS0051
Designing and Implementing a Server Infrastructure Expert Live with Encore.....	LLMS0052
Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore .....	LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore .....	LLMS0055

##### Client Operating Systems

Configuring Microsoft Windows 7 Expert Live with Encore .....	LLMS0036
Configuring Microsoft Windows 8 Expert Live with Encore .....	LLMS0048

##### Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore.....	LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore .....	LLMS0031

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore .....	LLMS0057
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##### Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Live with Encore .....	LLMS0047
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##### SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore .....	LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore .....	LLMS0045

### INFORMATION TECHNOLOGY

#### VMWARE

##### vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore .....	LLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Live with Encore .....	LLVM0003
vSphere 5.1 ICM Part Two Expert Live with Encore .....	LLVM0005
vSphere 5.5 ICM Part One Expert Live with Encore .....	LLVM0007
vSphere 5.5 ICM Part Two Expert Live with Encore .....	LLVM0008
Datacenter Virtualization with vSphere 5: Part 2 Expert Live with Encore .....	LLVM0002

##### vCloud

vSphere 5.1 ICM Part One Expert Live with Encore .....	LLVM0004
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### PROJECT MANAGEMENT

#### PROJECT MANAGEMENT

##### PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore .....	LLPM0005
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## GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

### GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

#### ■ Global Banking and Financial Services Curriculum

Bank Branch Operations Management ..... fini\_01\_enUS  
Commodity and Energy Markets, Futures, and Forwards ..... fini\_02\_enUS  
Insurance Concepts, Types, and Annuities .. fini\_03\_enUS  
Mutual Fund Concepts, Portfolio Management, and Regulations ..... fini\_04\_enUS  
Global Banking Supervision and Anti-Money Laundering Regulations ..... fini\_05\_enUS  
Bank Risks and Capital Adequacy Planning fini\_06\_enUS  
Basel Regulations and Bank Risk Management fini\_07\_enUS  
Basel III and Liquidity Risk Management ..... fini\_08\_enUS  
Counterparty Credit Risk and Credit Rating . fini\_09\_enUS  
Credit Risk Analysis ..... fini\_10\_enUS  
Credit Derivative Instruments ..... fini\_11\_enUS

# ITS Student Registration Form

ITS Use Only

Entered by: \_\_\_\_\_  
Date: \_\_\_\_\_

Name Mr./Ms.:		ACE PID Number (or SSN if you do not have ACE PID):			
Agency & Division Name:		Office Phone:		Fax Number:	
Office Address: (Please provide Handmail address, if applicable)		Cell Phone:			
City:	State:	Zip:	Email Address:		

Course No./Name	Section 1 <sup>st</sup> Choice	Section 2 <sup>nd</sup> Choice	Dates/Times	Course Cost	Materials Needed *
					All None

\* Circle All or None. See the current schedule for materials needed for each course.

Bill State Agency

PLEASE DO NOT PREPAY.  
AGENCIES WILL BE BILLED  
FOR COURSE COSTS.

Bill Student

Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Agency/Employer Code: \_\_\_\_\_

Provider Number: \_\_\_\_\_

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Supervisor Address: (Specify Handmail, if applicable)

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please Read Carefully Before Signing:**

All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Return form to: ITS Eastwood Education Center, 3771 Eastwood Dr., Jackson, Ms 39211 • Phone: (601) 432-8186 • Fax: (601) 713-6380  
For more information on the Eastwood Education Center, visit the website: <http://www.its.ms.gov>



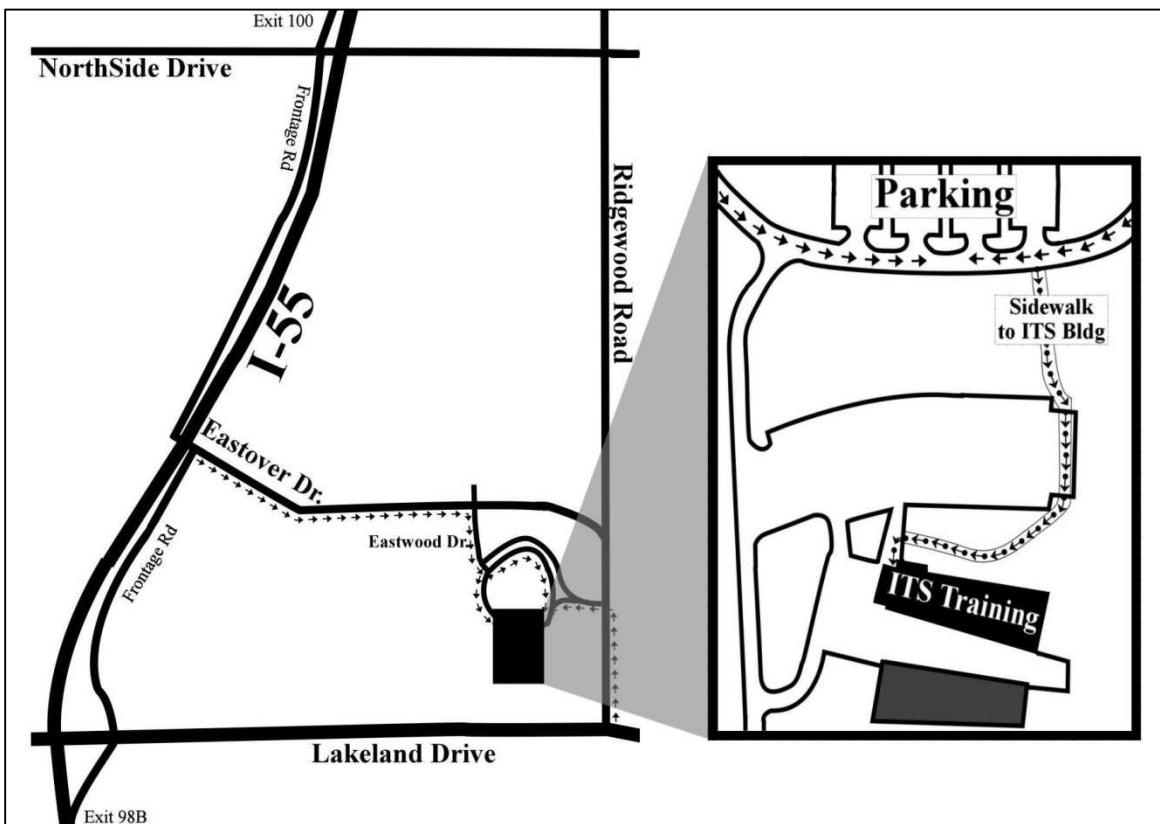
ITS On-Line Training Registration Form		
Name: (Please Print)		
Mr./Ms.		
ACE PID Number (or SSN if you do not have ACE PID):		
Agency & Division Name:		
Office Address: (Please provide Handmail address, if applicable)		
City:	State:	Zip:
Office Phone:		
Fax Number:		
Cell Phone:		
Email Address:		
Course No./Name:		
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING		
COURSE COST: PLEASE CHECK ONE		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>SKILLCHOICE COMPLETE</b> ON-LINE TRAINING <b>\$225 per person</b> (includes Technical, Business, and Desktop courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>FULL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical, Business, and Desktop courses)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>TECHNICAL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>BUSINESS LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Business courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>DESKTOP LIBRARY</b> ON-LINE TRAINING <b>\$55 per person</b> (includes Desktop courses & e-books)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>MAINFRAME LIBRARY</b> ON-LINE TRAINING <b>\$1,600 per person (MUST register a minimum of two)</b> (includes Mainframe courses)		
<input type="checkbox"/> Bill State Agency	<input type="checkbox"/> Bill Student	<input type="checkbox"/> Bill Non-State Agency
<b>PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.</b>		
All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.		
Agency/Employer Code: _____		
Provider No.: _____		
Supervisor's Name: (Please Print)		
<i>All registration forms <b>MUST</b> be signed by the individual responsible for payment.</i>		
<hr style="width: 20%; margin-left: 0;"/> Authorized Signature _____		

**PLEASE RETURN FORM TO:**  
 Susan McClain, ITS Education Services  
 3771 Eastwood Drive  
 Jackson, MS 39211  
 Phone: (601) 432-8186  
 Fax: (601) 713-6380  
 susan.mcclain@its.ms.gov  
**ITS WEB Home Page:**  
<http://www.its.ms.gov>



## Map and Directions

3771 Eastwood Drive, Jackson, MS 39211  
(601) 432-8000



### From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

### From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

## QUESTIONS & ANSWERS

### **1. What do I do if I need to cancel a class?**

If you are unable to attend a class for which you have registered, please contact the Eastwood Education Center immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

### **2. Why is being on time important?**

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

### **3. What should I wear to class?**

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the Eastwood Education Center at (601) 432-8186.

Thank you, and enjoy your training session!

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